

Survival

Carleton Navigation Guide
1997/1998



CAMPUS PHONE LIST

Executive

| | |
|---|----------|
| President, Richard Van Loon | 520-3801 |
| V-P (Academic), G. Stuart Adam | 520-3806 |
| Assist.V-P (Student and Academic Services/ Enrolment Management), Susan Gottheil | 520-3806 |
| V-P (Finance/Administration) Duncan Watt | 520-3804 |
| V-P (Research/External) John ApSimon | 520-3570 |

Faculty of Arts & Social Sciences

| | |
|--|----------|
| Dean, Bill Jones | 520-2355 |
| Associate Dean, Roger Wells | 520-2354 |
| Assistant Dean, Registrarial Services Doug Saveland | 520-7460 |
| Academic Advisors | 520-7462 |
| Applied Language Studies | 520-6613 |
| Art History | 520-2342 |
| Canadian Studies | 520-2366 |
| Classics | 520-2301 |
| Comparative Literary Studies | 520-2177 |
| English | 520-2310 |
| Film Studies | 520-5606 |
| French | 520-2168 |
| German | 520-2116 |
| History | 520-2828 |
| Humanities | 520-2809 |
| Italian | 520-2108 |
| Interdisciplinary Studies | 520-2368 |
| Journalism & Communications | 520-7404 |
| Linguistics | 520-2802 |
| Music | 520-5770 |
| Philosophy | 520-2110 |
| Religion | 520-2100 |
| Russian | 520-6646 |
| Spanish | 520-2109 |
| Studies in Art and Culture | 520-3993 |

Faculty of Public Affairs & Management

| | |
|---|----------|
| Dean, Allan Maslove | 520-3741 |
| Associate Dean, Eileen Saunders | 520-3741 |
| Assistant Dean, Registrarial Services Denise McKenna | 520-3902 |
| Academic Advisors | 520-3904 |
| Business | 520-2388 |
| C E R A S | 520-2888 |
| Economics | 520-3744 |
| Geography | 520-2561 |
| International Affairs | 520-6655 |
| Law | 520-3690 |
| Political Science | 520-2777 |
| Political Economy | 520-7414 |
| Psychology | 520-2644 |
| Public Administration | 520-2547 |
| Social Work | 520-5601 |
| Sociology/Anthropology | 520-2582 |
| Women's Studies | 520-6645 |

Faculty of Graduate Studies and Research

| | |
|------------------------------------|-------------------|
| Dean, Roger Blockley | 520-2518 |
| Associate Dean, Rianne Mahon | 520-2600 ext 8083 |

Faculty of Science

| | |
|--|-------------------|
| Dean, Peter Watson | 520-4388 |
| Assistant Dean, Registrarial Services Ruth Lifeso | 520-4440 |
| Biochemistry | 520-3885 |
| Biology | 520-3888 |
| Chemistry | 520-3841 |
| Computer Science | 520-4333 |
| Earth Sciences | 520-4400 |
| Geoscience Centre | 562-5800 ext 6870 |
| Mathematics & Statistics | 520-2155 |
| Physics | 520-4377 |
| Research in Particle Physics | 520-7538 |
| Science Technology Centre | 520-4443 |

Faculty of Engineering

| | |
|---|----------|
| Dean, Malcolm Bibby | 520-5743 |
| Associate Dean & Registrar, Gunther Bauer | 520-5658 |
| Assistant Registrar, Pegge Clarke | 520-5668 |

| | |
|------------------------------|----------|
| Architecture | 520-2855 |
| Civil & Environmental | 520-5784 |
| Electronics | 520-5754 |
| Industrial Design | 520-5672 |
| Mechanical & Aerospace | 520-5684 |
| Systems and Computer | 520-5740 |

Library

| | |
|---|-------------------|
| University Librarian Martin Foss | 520-2600 ext 2725 |
| Circulation, Bozena Clarke | 520-2600 ext 2729 |

Other offices

| | |
|--|----------|
| Admissions | 520-3663 |
| Art Gallery | 520-2120 |
| Athletics (Bookings) | 520-5655 |
| Awards | 520-3600 |
| Board of Governors | 520-3811 |
| Buildings and Grounds | 520-3668 |
| Business Office | 520-3626 |
| Centre for Aboriginal Education, Research and Culture | 520-4500 |
| Computing Services | 520-3700 |
| Continuing Education | 520-3500 |
| Counselling and Student Life | 520-6600 |
| Development/Alumni Services | 520-3636 |
| Health Services | 520-6674 |
| Housing/Food Services | 520-5612 |
| Instructional Media Services | 520-3812 |
| Tape Loan Service | 520-7609 |
| Media Technology Centre | 520-3815 |
| Instructional Television | 520-3500 |
| Ombuds Services | 520-6617 |
| Parking and Lockers | 520-3623 |
| Paul Merton Centre | 520-6608 |
| Personnel | 520-3634 |
| Public Relations | 520-3660 |
| Senate | 520-4478 |
| Sports Medicine | 520-3510 |
| Status of Women | 520-5622 |
| Teaching/Learning Centre | 520-4433 |
| University Safety | 520-3612 |
| University Services | 520-2363 |

Related organizations

| | |
|--|----------|
| Carleton University Students' Assn | 520-6688 |
| Graduate Students' Assn | 520-6616 |
| Rideau River Residence Assn | 520-5641 |

Survival

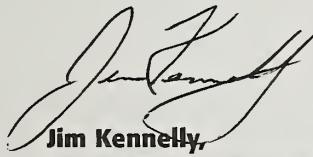
FOREWORD

Welcome to Carleton.

While finding your way around the university will not literally require using a compass, *Survival* has been designed to serve as a helpful guide to point you in the right direction – so that you'll be able to locate the offices and individuals who can be of help whenever you need it. The basic information on services and regulations in the following pages is a valuable resource which I'm sure you will find useful throughout the academic year.

Please bear in mind, however, that *Survival* is not the definitive word on Carleton University policy or the implications of the law. Please seek expert advice whenever you are faced with a difficult choice or an important decision. This book will help guide you to those experts.

As Ombudsperson, it is my job to act as an independent and neutral third party available to students when a problem might arise in dealing with the University or off-campus organizations. Don't hesitate to contact the Ombuds Services office – 511 Unicentre – if you are not sure who to ask for help. We will be able to assist you, or direct you to someone who can be of assistance.



Jim Kennelly,
University Ombudsperson

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Jim Kennelly, Editor • Elaine Murray, Associate

The Editor extends his appreciation to the many contributors for their co-operation and expertise. Special thanks to CUSA and Carleton University for funding *Survival*, and to our advertisers – without you *Survival* would cease to survive.

The reader is advised that *Survival* does not provide the definitive interpretation of the policy of the institution or the meaning of legislation. For legal advice, consult an expert source of legal aid.

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FREQUENTLY CALLED NUMBERS

Emergencies

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| On Campus (Carleton phones) | 4444 |
| City Wide | 9-1-1 |

Assistance

| | |
|---|----------|
| University Safety..... | 520-3612 |
| City Police..... | 230-6211 |
| Foot Patrol campus escort..... | 520-4066 |
| University Health Services..... | 520-6674 |
| Poison Information..... | 737-1100 |
| Dental Emergency Clinic..... | 523-4185 |
| Ottawa Distress Centre | 238-3311 |
| Rape Crisis Line | 562-2333 |
| Sexual Assault Support Centre Crisis Line | 234-2266 |
| Student Legal Aid (U. of O.)..... | 562-5600 |

Information

| | |
|------------------------------|----------|
| Information Carleton | 520-7400 |
| Residence Service Desk | 520-5609 |
| U. of O. Info Campus | 562-5700 |

Services

| | |
|------------------------------------|----------|
| Athletics Tuck Shop/Bookings | 520-5655 |
| Computer Systems Modem..... | 520-1000 |
| Counselling Services | 520-6600 |
| CUSA..... | 520-6688 |
| Library Reference Desk | 520-2735 |
| Ombuds Services | 520-6617 |
| OC Transpo Information..... | 741-4390 |
| Carleton departure times: | |
| Routes 7 & 118..... | 560-5813 |
| Route 4 (at Bronson) Downtown..... | 560-2438 |
| Route 4 Billings Bridge | 560-6781 |
| Touchtone | 520-7800 |
| Help line | 520-3666 |
| Standard Time | 745-1576 |
| TicketMaster..... | 755-1111 |
| Weather Report..... | 998-3439 |

Academic Advice

You will, at some point during your stay at Carleton, be given advice of one sort or another. For an overview of all types of advice available, see "Counselling and Advice".

For specific information on a program, see the major or honours advisor of the department. The advisor can discuss such things as major/honours requirements; whether you are admissible to the program and if not, what you are lacking; and what to choose as course options.

For information on University or Faculty regulations, try Registrarial Services (Continuing Education if you are a Special Student). Make an appointment to see one of the people listed under "Registrarial Services" in this book, especially if your decision is significant (i.e., involves a petition, a lot of money, possible failure or suspension, or your right to continue in a program). If these people are not the ones you need to see, they can save you a lot of time by pointing you in the right direction.

Casual advice can be unintentionally misleading. It may be more convenient or less intimidating to ask a friend or somebody who looks less "official", but it always makes sense to arrange an appointment with someone who is trained and authorized to advise you. It won't help afterwards to claim that someone else (but you don't remember who) gave you poor advice.

It is really quite crucial that you avoid an academic mess. When you make a major decision, especially if it is an unusual one, get permission in writing. Be careful to ask permission or seek advice from those who have explicit authority. It is very much up to you to go out and get information yourself. Ask Registrarial Services for up-to-date audits. Depending on demand and the time of year, Registrarial Services should be able to provide an audit. Be courteous, but don't be shy; ask to have the audit explained if you are not sure about a requirement. If you have an unusual problem or if it becomes necessary to appeal a University decision, contact Ombuds Services (520-6617) in addition to getting advice from an advisor or Registrarial Services.

Academic Assistance

If you have trouble with a course once you are enrolled, talk to the instructor or teaching assistant first. If s/he cannot help, approach the department chairperson. An academic advisor in Registrarial Services would also be a good person to consult.

Various general and specialized tutorial services are available to students on campus (see "Study Skills"). Counselling and Student Life Services (501 Unicentre, 520-6600) may also be able to refer you to students able to tutor in specific subject areas.

Often you can learn a lot by getting together with other students in the course to share notes, discuss essays and assignments or work together (as long as you avoid cheating or plagiarism, of course). If you feel you cannot cope, consider withdrawing -- but do so before the final dates for withdrawal (see "Withdrawing").

Academic Honesty

The University expects that all members of the community will respect and follow the principle of academic honesty.

The University has serious penalties for those who do not practice academic honesty (see "Plagiarism"). Make yourself aware of what the University expects. For example, some Faculties consider it dishonest to submit the same essay in two different courses. Know the rules for footnoting, writing exams or submitting work. Your department should have direction or outlines to follow. If anyone suggests your work is not your own, contact Ombuds Services (520-6617) for information on the process followed by the University. Do your own work. Protect the credibility of your degree.

Academic Probation

Academic success depends on your preparedness for university and on your ability to adjust to the rigours of university life. Poor study habits or a difficult adjustment period might mean a student in Arts & Social Sciences or Public Affairs & Management could find him/herself either "on probation" or "debarred". Probation, in effect, offers a "second chance", while debarment means at least a year away from formal academic studies.

Students in Arts & Social Sciences and Public Affairs & Management who are debarred may petition the Joint Committee on Admissions and Studies for readmission after a one-year absence from post-secondary studies. Readmission is not, however, guaranteed.

If you find yourself on probation, you should realize that the terms and conditions of your probationary year will be applied very strictly. If you cannot meet them, you will be debarred. It may be that another university or community college will accept you but, then again, perhaps not without a waiting period. If you feel that you have some special (and resolvable) reasons for having failed to pass your probationary year, you can petition the decision to the Joint Committee on Admissions and Studies. The first thing to do is to discuss your petition at length with the advisor in Registrarial Services.

In either of these circumstances, do make the most of the opportunity to find out why you did poorly. Visit Counselling and Student Life Services (520-6600) for help with career guidance, aptitude testing and the choice of a discipline which might suit you best. (See also: "Counselling and Student Life Services".)

Addresses

The University maintains a record of two addresses for every student. Local addresses, collected during registration and throughout the academic session, are used for all mailings to students during the session. Home addresses are collected at admission or registration and are used to mail registration instructions for the next session or any other correspondence issued after an academic session ends.

It is your responsibility to provide an up-to-date address by completing a change of address card. Cards are available in the back of the *Registration Instructions & Class Schedule Book*, at Registrarial Services and at Information Carleton.

Appeals and Petitions

A petition is distinct from an appeal. A petition seeks relief from a published regulation. An appeal is where a student claims misrepresentation or an injustice on behalf of the University.

You may never have to petition an academic or administrative decision at Carleton. If, on the other hand, you feel an injustice has been done or the facts overlooked, certainly make an attempt to have your case heard. Every regulatory system (and the University has its share of rules and regulations) includes appeal systems for this very reason. While no one wants to encourage "frivolous" or "vexatious" appeals, do not hesitate to use the system when you feel you must. At the very least, if you do not win your case you will have learned more about the reasons behind the decision.

- **Academic Queries** Once the University has approved a course description and added it to the *Calendar*, the instructor has fairly wide freedom to teach as and what s/he pleases. For this reason, but also because an informal approach is usually the best beginning in any case, you should first approach your instructor directly with a complaint about course work or instruction. If it is a concern you share with other students, discuss it and try to work out a solution as a group. If the issue remains unresolved, meet with the chairperson or director of the department or school concerned. S/he will probably be able to mediate in the dispute.

All courses should have written course outlines detailing content, assignation of marks, deadlines, etc. This should be available to you at the beginning of the course. Read it carefully. While the exercise of independent academic judgment is an important right of any instructor, there are some limitations set by departmental, Faculty or Senate (university-wide) rules. For example, there is a deadline (the last date for course changes in a given term) by which time instructors must have informed students, in writing, how the marking scheme operates. Letter grades assigned by your professor should conform to Carleton's standardized percentage equivalents (see *Calendar*, p. 50); ask if a 'bell curve' is ever used. Similarly, there are rules which govern how late in an academic year exams and assignments may be scheduled. For qualifying- and first-year courses, final and mid-year exams must be held during the official examination period. In these courses – and also in second- and third-year courses – no tests or exams may be held in the last 2 weeks of classes in the first or second terms of the winter session. (For more exam rules, see *Calendar*, pp. 45/50.)

For an impartial opinion and perhaps representation or advice, contact Ombuds Services (520-6617). Registrarial Services can help fill you in on Faculty and university-wide rules.

A common sort of petition is one which (although it may begin informally) would fall under the jurisdiction of the appeals committee in your Faculty (Continuing Education for Special Students or the executive committee of Graduate Studies for graduate students). The committees are empowered to interpret academic rules, to allow an exception to a rule and to review the administrative application of a regulation. Included are the rules governing standing, probation,

graduation, withdrawing and permission to continue registration. Not usually included in the jurisdiction of these committees are disciplinary actions (e.g., cheating or plagiarism), substantive reviews of academic assignments (review of grades) and certain other situations.

Some appeals or petitions to these committees are "routine", for example a petition to withdraw without academic penalty from a course after the deadline because you will be in traction for the next two months. Others are much more complicated. The committees almost always meet "in camera". This means your petition will be totally in writing. It is sensible to make an appointment to go over what information should be included in your letter of petition with the relevant advisor in your Faculty (see "Registrarial Services"). If the issues are reasonably complex, you might also wish to consult Ombuds Services (520-6617).

If your petition is not allowed, you may be able to appeal further. Check with the Ombudsperson about the relevant procedures.

- **Disciplinary Appeals** If your appeal is against a penalty for/accusation of an academic offence such as plagiarism or breaking exam regulations, consult Ombuds Services (520-6617). Special procedures apply both here and at the final stages of an appeal against an administrative penalty (e.g., an offence against property).

- **Last Words** Ombuds Services is always available to help you understand the procedures. Remember, as well, that the University President (Richard Van Loon, 601 Robertson), Vice-President Academic (G. Stuart Adam), Administrative Vice-President (Duncan Watt) and any one of the Deans may be willing to help you. As executive officers of the University, they may be able to simplify the problems you face.

When dealing with a complaint, grievance or appeal, University employees or faculty members do not suddenly become "the enemy". They remain in a position to assist you and should be dealt with courteously. (See also: "Complaints".)

Certifications of Enrolment

Students who need to confirm to external agencies or groups that they are in attendance at university can obtain a "Certification of Enrolment" from the Records Office, 405 Robertson. The fee is \$8; normal processing time is 48 hours. If you are unsure about what documentation is required for your purposes visit the Records Office or call 520-3607 for assistance.

Confirmation of Registration

After each registration period (October and June) all students receive a "Confirmation of Registration" in the mail. Read it carefully. This form will list all courses, terms and sections in which you are enrolled. If it contains any errors, get in touch with Registrarial Services immediately. (You would be surprised at the number of people who do not pay attention when using Touchtone; for example, make sure you are attending the correct section.) Otherwise, you could end up with a failure in a course you never attended and no recorded

grade for the course you did attend. As well, make sure the local and home addresses are correct.

Continuing Education

Continuing Education (302 Robertson, 520-3500) is the place for Special Students to go for help with registration, applications for deferred exams, reviews of grades, name and address changes and other "registrarial transactions". Special Students are those registered in credit courses without being admitted into a degree program. New Special Students must complete an "Application for Special Student Registration" form.

Continuing Education provides valuable counselling and academic advice and help with appeals.

This office is open evenings, Monday to Thursday, 6:30 p.m. to 8:30 p.m., in addition to regular business hours.

Course Changes

You are not bound to remain in any course for which you have registered (that is, during the course change period), but the number of courses you are permitted to carry as either a full- or part-time student is strictly governed. Deadlines for changing courses are: September 19 for full courses and first-term half courses; January 16 for second-term half courses. After these dates, you may still drop courses (see "Withdrawning"), but you will not be able to register in an alternate course until the next term unless you can show that "exceptional circumstances" are involved. Make sure you withdraw from courses before the deadlines – these are strictly enforced.

Finally, if you consider switching courses, make an appointment to see the appropriate advisor in your department, school or institute. S/he should be able to tell you if the course is acceptable for your degree program. If you are doing something unusual (e.g., taking a course from a very different Faculty or one which may overlap with another course you have already taken), clear it with Registrarial Services and consider getting the permission in writing.

Course Selection

By the time you read *Survival*, you should have received information prepared to help students in course selection and registration. If not, get in touch with Registrarial Services or Admissions (if you are a new student).

Your choice of courses in some schools or departments will be limited. Check very carefully in the *Calendar* for rules governing course selection, prerequisites and other restrictions. If you register in the wrong course by error, you may find that the credit will not be applied towards your degree. The *Registration Instructions & Class Schedule Book* will be helpful with course restrictions.

For example, the course of studies in first year Engineering is highly structured. Individual timetables are prepared for each student and mailed by mid-July.

New students in the Faculty of Science or School of Computer Science should consult the *Handbook* available from Registrarial Services.

Graduate students should consult their department.

You may not always get the course of your choice the first time you use the Touchtone system. Keep trying; someone may withdraw and open a place.

Also remember that changing the number of credits you take during the year may mean a change in fees. If you are thinking about dropping a course, make your informed decision as quickly as possible. Each week will mean a percentage charge and result in a smaller refund of fees (if any at all). Check with Student Accounts (520-3626) for exact fee changes if you plan to add or withdraw from any courses.

Deadlines

The most comprehensive lists of academic and administrative deadlines set by the University can be found in the *Undergraduate Calendar*, pp. 10-12; *Graduate Calendar*, pp. 10-12.

Within these formal guidelines, each instructor will establish his/her schedule for tests, submission of assignments and completion of other course work. This should be clearly spelled out early in the term in the course outline given to you in class.

Extensions may be available in really serious "special circumstances". It is possible that individual instructors will take pity on your problem (too much work, minor illness, breaking up with the love of your life or whatever) and be willing to permit informal extensions for assignments. It usually helps if you have been a reasonably good student and have attended classes. Note that they are under no obligation to do so. Deferring a scheduled final exam or arranging to hand in an assignment beyond December 1 (for first-term half courses) or April 13 (for full courses and second-term half courses) is technically impossible unless the appropriate Registrarial Services office and/or appeals committee approves.

One other reminder – don't make travel plans before you see the Christmas or final exam schedule. Professors do not normally re-schedule exams.

Some professors, not without good reason, are adamant about deadlines and insist on academic penalties if you miss them. Usually they will make this clear (in writing) at the beginning of the year. If they haven't, find out how they feel about the matter. Remember – it never hurts to ask.

Deregistration

The second installment of your tuition fees should be made by January 15. In February, the University will begin to "exercise its right to cancel registration" for students with fees outstanding. Letters mailed in January should inform you that this is happening. Sometimes clerical errors interrupt the process or you may find yourself owing no more than a library fine or a parking ticket. Don't ignore the letters, however. Phone or visit the Business Office (301 Robertson, 520-3626). Financial assistance may be available through the Awards Office for students experiencing difficulties.

Deregistration is not an alternative to withdrawing formally. If you do not want to finish the school year, withdraw through Touchtone (see "Withdrawning"). Otherwise, you may find yourself deregistered, in debt to the University for unpaid fees and your transcript withheld until the debt is paid.

Discredits/Attempts

Some faculties have regulations which limit the number of repeat courses, replaced courses and failed courses an undergraduate student may take.

Be sure to check with Registrarial Services advisors to confirm that you won't exceed the discredits/attempts limits.

Exams

Exams are graded from A+ to F and each grade has a corresponding numerical value to a maximum of 12 grade points; standard percentage equivalents are specified in the *Calendar* (p. 45). The mark ABS (Absent) is assigned if you fail to write the final exam even when the course work has been completed. Essentially an ABS is considered a failure. (See also: "Deregistration".)

Remember that exams missed because you misread the timetable (or write down the wrong date or time) may not be rescheduled. Don't make travel plans until the exam schedule is out. Most profs will not reschedule.

• **Deferred Exams** If you find yourself in traction the day before your final exam or if serious illness, death in the family, or some other major calamity is affecting you, it is possible to apply formally for a deferred exam or final assignment. Contact Registrarial Services either before or immediately after the date of the exam. There are strict deadlines – check the *Calendar*. Documentation will be required in such circumstances (e.g., a letter from your doctor). A \$25 fee applies per application.

• **Exam Rules** If you find yourself panicking before you get to an exam, talk to your instructor or a counsellor. It may help. When you get to an exam, don't sit with friends. You may be tempted to simply make chit-chat – but to communicate is breaking the rules. That's how strict it is. Don't communicate with any one but the proctors. Don't carry notes, books or papers to your seat.

Details are spelled out on the back of your official exam booklet – but make a point of reading the complete rules on conduct (*Calendar*, pp. 45-48) before exams.

If anyone ever accuses you of cheating, see the Ombudsperson for assistance.

If suspected of cheating or breaking exam rules, you will be asked to attend an "interview" with the Dean of your Faculty. If found guilty, penalties may run from failure to suspension. Ombuds Services (520-6617) can provide you with all the details regarding these instructional offences.

• **Supplemental Exams** Supplemental exams are not available in Arts & Social Sciences, Public Affairs & Management, and Science. Supplements are offered in Engineering for 400-level courses only (see *Calendar*, p. 79).

Grades

Final grades are made available to students as soon as possible at the end of each term or session. Students can be advised of their grades by calling Touchtone and entering the service code "4" for grades, their student number and personal access code. Also, *itv* and some mid-term grades are available by calling Touchtone and entering code "8".

Individual statements of marks are not mailed out. Undergraduate students will receive a degree audit which summarizes courses completed to date in their registration package for the next session. Each graduating student will receive a complete official transcript at the time of graduation along with their diploma. Students who require official transcripts for external purposes should direct their request to 315 Robertson. Final grades, including official transcripts, are not released by the University to students with outstanding accounts.

Some departments post grades by student number before they are sent to Student Records. The earlier you get a look at the list, the earlier you can begin considering whether or not you want a review of grade.

• **Review of Grades** On an individual basis, errors in a final grade can happen. Arithmetical or clerical errors are not infrequent; even substantive errors of judgment can occur. You should normally begin by speaking informally with your instructor as soon as you can after the grades are posted. Don't be shy. Mistakes can happen. Some departments insist on formal review of grades, others do not. Some ensure that one or two instructors review your work. Since there are over 40 schools and departments, the variation is wide.

If you are not satisfied with your instructor's response, you may take your request to the chairperson of the department/director of the school concerned. If you are still unsatisfied, call Ombuds Services (520-6617).

The formal procedure for a review of grade should ensure that your request is not overlooked. (However, we would still advise speaking to your instructor as well, if you can.) To begin, fill out a formal request for review at Registrarial Services (deadlines are involved). If you are out of town, write to them. You will be informed of the result by letter. The \$50 fee you pay for a review is refundable only if your grade is raised.

You should remember it is possible that, on review, your grade will be lowered. Discuss this with a member of the Registrarial Services staff of your Faculty at the outset of your request for a review. Also be aware that you must apply by the deadline.

Graduate Students

There are just over 2,400 full- and part-time graduate students at Carleton. Their conditions of study are defined in the *Graduate Studies and Research Calendar* published yearly. This is where to start in checking out rules and regulations. If your problems become complicated or if the rules seem unclear, contact the Faculty of Graduate Studies and Research (1516 Dunton, 520-2525). The Dean is Roger Blockley; the Assistant Dean/Registrar is Linda Backer.

Graduate students (and those in fourth-year honours) are entitled to a 4-week loan period from the library. To avoid fines later, bring your registration contract to the library when you get your borrower label and specify that you want the extra borrowing weeks. Graduate students may also ask for a special card at the Circulation Desk which gives borrowing privileges at the University of Ottawa as well as other Ontario universities.

Graduate Studies operates a special emergency bursary fund (Graduate Awards Office, 520-8349). The fund is extremely limited, but if you are badly strapped financially they may be able to help. Also, a small loan fund is run by the Graduate Students' Association (600 Unicentre, 520-6616).

University Health Insurance Plan (UHIP) coverage is compulsory for all international students. Contact UHIP (501A Unicentre, 520-4416) for further details.

New graduate visa students should note that tuition fees for foreign students are substantially higher than fees for domestic students, although some may be exempt from the higher fees. (*Submitted by the Faculty of Graduate Studies and Research.*)

Graduation/Convocation

You must formally apply to graduate – it is not an automatic consequence of finishing your final course. It is up to you to notify Registrarial Services of your intention to graduate.

The deadlines for 1997-98 are: December 1 – for winter graduation in February; February 1 – for spring graduation in June; September 1 – for fall graduation in November. If graduating on time is important for you, it is useful to ask the advisor in your department and Registrarial Services to check over your whole program in September. Otherwise, you may get a nasty surprise the following spring. A convocation charge of \$30 for each student applies (only if you attend).

Instructional Television

A variety of courses are offered through this flexible, efficient means to provide you with access to courses which may not otherwise be available to you. You may find yourself in a television section of a course because the most-suitable on-campus section is filled, because of personal or academic timetable constraints which make it more convenient, or you may have chosen to take courses in your home location distant from campus via the Tapes-to-You service.

All *itv* courses have the same requirements and expectations as on-campus courses. You are able to leave messages for your professor or teaching assistant at any time, day or night, seven days a week using a number of options. Each *itv* course has its own telephone and voice-mail service through which you can leave questions or express concerns. Many *itv* course instructors also use the campus CHAT e-mail system to enhance discussion and communication. After the first 3 weeks of classes, you are invited to attend the on-campus lectures of your course at any time to ask questions and meet with your instructors. Some courses include weekly groups or labs giving you the opportunity to meet your *itv* classmates as well.

You will be provided with course materials and graded assignments and exams. Assignment, test and final exam marks are available to you through the Touchtone system.

Taking a course through *itv* can lead to the temptation to delay viewing lecture tapes until just before exam time. We strongly urge you to avoid this temptation. Video cramming does not work! Being a motivated and organized independent learner is strongly advised.

Staff are available to answer your questions at 302 Robertson (Monday to Thursday, 9:00 a.m. to 5:00 p.m. & 6:30 to 8:30 p.m./Friday, 9:00 a.m. to 5:00 p.m.); by e-mail, itv@carleton.ca; or by telephone, 520-2600 ext. 8560; fax 520-4456.

Other Universities

Universities like the idea that they're giving you a whole degree, not just adding their name to an assortment of courses taught all over the place. Consequently, in order to get credit for courses you want to take at other universities (or a French course on a Summer Bursary Program), you must ask Registrarial Services for a Letter of Permission before registering in the course. The University now charges \$25 for each course, regardless of credit value, to a maximum of \$100 per academic session (see *Calendar*, p. 52). Apply formally, with a calendar description of the course you want to take, at Registrarial Services before you register. Application deadlines in Arts & Social Sciences and Public Affairs & Management are: November 15 for January registration; March 31 for Summer registration; July 31 for September registration. If you are in another Faculty, see your Registrarial Services for deadlines. For calendars from other universities, see Counselling and Student Life Services (501 Unicentre, 520-6600).

In addition to the transfer of credit option, certain Carleton students can register at University of Ottawa without paying extra fees. Registration forms and information on the exchange agreement are available at your Registrarial Services. Check with University of Ottawa for registration and course-change deadlines. Remember, this is not a method for registering in a course for which you would not have been eligible to register at Carleton. Check carefully that the course you pick is acceptable.

Plagiarism

The Latin root of "plagiarism" is a word meaning "to kidnap". Thus, plagiarism means taking another person's ideas, words or writings and passing them off as your own.

The University is very strict when it comes to plagiarism. The result, if you have intentionally plagiarized, is normally a failure in the course and a letter of reprimand placed in your file. If you are accused of plagiarism contact Ombuds Services for assistance.

Students should know that allegations of plagiarism can only be dealt with by the Dean of a Faculty or an academic officer designated by the Dean (i.e., Associate Dean). If accused, an interview is arranged for the student, usually at the Dean's office. Based on the interview, the Dean assesses the merits of the allegation and may assign an appropriate penalty.

When writing an essay, follow the guidelines that are available at the Bookstore or in your department. Lending an essay or an assignment to a friend or roommate could mean trouble for both of you. You would be amazed how many times, by a fluke of circumstance, a marker will hear about this great essay which sounds so similar to one s/he marked last year – even when it was submitted for a different course.

Use footnotes carefully. Use quotation marks or your own words instead of a rough paraphrase. Come up with some of your own ideas. In short, avoid plagiarism.

Remember: academic integrity protects the reputation of your degree.

Program Changes

To change your major or honours discipline or your degree program, consult Registrarial Services. Discuss your intended change with the advisor first, as all program changes affect graduation requirements. Changes of major or honours may only be made at certain times during the academic year in Arts & Social Sciences and Public Affairs & Management. Changes of degree program are administered more strictly. See the *Calendar "Registration"* section.

Registrarial Services

Registrarial Services are a key link between students and the University. These offices maintain your academic records, administer numerous regulations, handle the paper work for changing majors and filing a new address.

Registrarial Services also administer decisions on course load, promotion, probation, accelerated progress, eligibility to register or to graduate, letters of permission to take a course at another university and so on. It follows that if you are worried about meeting University requirements or want to know if a special exception can be made, you should visit the Registrarial Services of your Faculty first.

Advisors are available to explain regulations, guide you through red tape and help prepare your petitions and appeals for special consideration. Do not be intimidated from making an appointment to see them. If shyness, the pressures of time or a wish to avoid hearing bad news cause you to settle for advice from another source, you may miss out.

Each Registrarial Services office has two primary functions:

- **Student Records** Each office maintains and processes the following: declaration of major or change of major; transfer of credits for courses taken at other universities; explanation of academic audits; application for review of grade; final grade reports; changes of grades; graduation; academic standing decisions.

- **Academic Advising** Advisors are available in each office to help you solve a variety of problems related to academic requirements, policies and regulations. You are encouraged to avail yourself of this confidential service at any time.

Each Registrarial Services office also accepts petitions for special consideration. If you find yourself at odds with University or Faculty regulations and you can verify that unusual or extenuating circumstances exist, you may be eligible for special consideration. Should you have any questions on any of the above topics, feel free to drop by your Registrarial Services office to obtain relevant literature or to speak with a Records Officer or Academic Advisor.

- **Public Affairs & Management** D382 Loeb, 520-3902. Assistant Dean/Registrar: Denise McKenna; Advisors: Joy Clarke, Ron Jones. (Advising is available Monday to Thursday.)

- **Arts & Social Sciences** 318 Paterson, 520-7460.

Assistant Dean: Doug Saveland; Advisors: Sheila McCallum and Doug Saveland (520-7462).

- **Science (and Computer Science)** 2201 Herzberg, 520-4440. Assistant Dean/Registrar: Ruth Lifeso; Assistant Registrar: Lisa Ralph.

- **Engineering (and Architecture and Industrial Design)** 2090 Minto, 520-5668. Assistant Registrar: Pegge Clarke. Industrial Design and Architecture students should also contact their respective School Administrator in some cases.

- **Continuing Education** (Special Students only) 302 Robertson, 520-3500. Director: Bernadette Landry. Advisors: Karen Spencer and Linda Fowler.

- **Graduate Studies** 1516 Dunton, 520-2525. Assistant Dean/Registrar: Linda Backer.

Study Skills

Getting through university can be difficult if you don't have the skills necessary to get the work done. If you start feeling overwhelmed, be aware that a number of services exist on campus to help you. It's a good idea to check these out early in the term before you find yourself panicking about mid-term exams and final assignments. If you are having difficulty with course content, meet with your instructor after class or during scheduled office hours. All instructors have a few hours a week available to see students individually. The following services are also available to give you additional assistance. There may be a minimal charge for some services; others are free. In all cases, the personnel are experienced to help in the specific study skill area.

- **Study Skills Program** – Counselling and Student Life Services (501 Unicentre, 520-6600) coordinates a series of courses which begin in early September including Rapid Reading, Essay Writing, Oral Presentations as well as a general Study Skills workshop covering note-taking, time management and exam preparation. These are offered in small groups to accommodate discussion and interaction, and participants have access to individual follow-up if needed. Call or drop by to register in advance.

For individual assistance in a specific study skill area, see the Study Skills Coordinator during office hours. Free brochures on topics such as time management, active reading, note-taking, exam preparation and study skills for *itv* students are available. A variety of study skills videotapes are also available through Instructional Media Services.

- **Mathematics Tutorial Centre** (4385 Herzberg) provides a free drop-in service where Carleton students may obtain tutorial assistance with qualifying and first-year level mathematics problems. The Centre is normally open 10 weeks in the fall and winter terms. Times are posted on the bulletin board in the Department of Mathematics and Statistics, 4th level Herzberg, and outside the Centre.

- **School of Continuing Education** (302 Robertson Hall, 520-3500) offers non-credit study skills and essay writing sessions.

- **Students' Association** (CUSA, 401 Unicentre, 520-6688) sponsors a speed reading course with sessions offered on a regular basis throughout the year. Call or drop by to enrol.
- **Writing Tutorial Service** (215 Paterson, 520-6632) offers one-to-one tutoring, free of charge, to any student registered in any Carleton faculty. Instruction focuses on work-in-progress; students are guided through all stages of their essay writing, from the initial prewriting to the final revisions. Call for an appointment, 9:30 a.m. to 5:30 p.m. weekdays; evening and weekend appointments available.
- **English as a Second Language** (215 Paterson, 520-6613) offers credit and pre/non-credit courses for students interested in academic study in English (to develop skills in listening, note-taking, effective reading, essay writing) and for students interested in learning English for personal or professional purposes (conversation/discussion, listening, reading and writing, pronunciation, grammar). In all cases, the emphasis is on learning to use English effectively.

Touchtone

The Touchtone system (520-7800) enables students to access a wide range of services as simply and directly as possible. Most students become aware of Touchtone when they register. Additional services include the ability to query the status of an application for admission; to access final grades as soon as they become available; to check mid-term test results for some courses (particularly *itv*); an OSAP enquiry service; a method to reserve parking at the beginning

of each session; and a service to report lost or stolen ID cards. Touchtone is available 24 hours a day, seven days a week and must be used to verify course registrations, to search for space in courses, to drop and add courses, etc. Make sure you listen carefully to all instructions and if you drop or add courses always list your courses before hanging up to make sure the changes were recorded. Call the Helpline at 520-3666 (9:00 a.m. to 4:30 p.m.) for assistance.

• **Personal Access Code (PAC)** Use of Touchtone system for student record transaction activities requires that each student establish a secure Personal Access Code when first accessing the registration system. Treat your PAC with the same level of security used for a bank PIN. Your student number and PAC are a unique combination of numbers that identify you to the student record system and should not be volunteered to friends, roommates, family etc. Concerns about the security of your PAC should be directed to the Records Office at 520-3607.

Transcripts

Applications for transcripts should be made in person or in writing to 315 Robertson. Advance payment of \$8 for each transcript is required. If past fees or fines are owed, transcripts will not be issued. Processing normally requires 2 to 3 working days, but can take up to 2 weeks at the end of each academic session (May, January, August) due to volume of requests. It is the student's responsibility to submit requests well in advance of any deadlines they are hoping to meet.

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Withdrawing

Rules and regulations governing withdrawal from courses are administered strictly. If you are considering the option of withdrawing from some or all of your courses, acquaint yourself with the rules. You must process your own withdrawal by calling Touchtone (520-7800). Withdrawals will be effective from the date of your call. Be sure to know the deadline dates for withdrawals.

Just ceasing to attend classes is not an official notice of withdrawal; nor is informing an instructor of your intention to do so. For undergraduates and Special Students, the deadline for withdrawing from first-term half courses is November 8; for full courses and for second-term half courses, March 14.

If you formally withdraw on or before these dates, you do so without academic penalty. Beyond these deadlines you may not withdraw. Ceasing to attend will result in an F (wrote the exam and failed) or ABS notation on your transcript. These marks will not be erased and further problems may arise in re-registering at Carleton or seeking admission elsewhere.

It is also worth noting that some of the situations which affect your decision to withdraw may be rectifiable. Financial aid, personal and/or academic counselling, study skills programs and help in other areas are available.

If you do decide to withdraw from one or more of your courses, take time to find out if this will have any impact on your academic progress (at Registrarial Services), your student loan and/or grant or scholarship (at the Awards Office) and your eligibility to live in Residence (at the Housing Office).

Full-time status is defined differently for different sources of advice.

Finally, if you are interested in a petition or appeal, find yourself bogged down in bureaucracy, or have some other problem, phone or visit Ombuds Services, 511 Unicentre, 520-6617.



Athletics Department

Did you know...

All full-time students have full use of Carleton's Athletic facility.



Unwind with a swim in the 50-metre pool.

Play a round of squash on one of our nine international courts.

Work out in our Fitness Centre.

Relax in Carleton's sauna or whirlpool.



For further information on your membership call 520-4480.



For court bookings call 520-5655.

Birth Control

There is probably nothing as difficult to talk about as human sexuality, although there are few areas in life where information and understanding are as important. A good source of information on birth control and sexuality is Health Services (2600 Technology & Training Centre, 520-6674), providing a supportive, confidential and non-judgmental atmosphere. Don't hesitate, however, to ask to speak to someone else if you are uncomfortable or to get clarification on any question. You have both the right and the obligation to be informed.

While birth control planning is a part of responsible adult life, no one method is suitable for everyone. Consider the methods available, your own preferences and those of your partner and make a decision on what is best for you.

Bus Transit

Ottawa's public transit system is known as OC Transpo.

Upon boarding a bus you must pay the exact \$1.85 cash fare, deposit 2 tickets (80 cents each) or show a monthly pass (full-time students: \$46.75 for unlimited rides on regular routes; \$56.75 to include access to express runs).

If you take the bus more than 8 times a week, get a bus pass – it will save you money. First, you'll need an OC Transpo photo ID card (\$4) – available at their offices downtown, Place de Ville, 320 Queen Street (741-4390), 8:30 a.m. to 6:00 p.m. weekdays ; Lincoln Fields, St. Laurent and Place d'Orleans transitway stations, 11:00 a.m. to 6:00 p.m. weekdays/11:00 a.m. to 5:00 p.m. Saturday; or on campus – September 8, 9, 10 only – in the 4th Level Unicentre, 9:00 a.m. to 3:00 p.m. Bring your Carleton ID card and tuition receipt and another photo ID to be eligible to use the lower-rate pass available to full-time students.

Passes valid for each month can be purchased at many corner stores – on campus at the Bookstore, Unicentre Store (1st level) and Residence Desk (2nd level Commons). You can also buy tickets at these outlets.

Buses enter campus on routes 7 and 118 (19 at rush hours in winter session); route 4 buses pass close by on Bronson. Schedules and routes often change drastically on Sundays (and in the summer). Call 741-4390 for information. You can pick up a map and timetables on campus at Information Carleton and the Bookstore.

OC Transpo's Lost and Found is at Place de Ville (563-4011).

If you have a complaint send OC Transpo a polite but firm letter. Also contact your Regional Councillor (see "Elected Representatives").

Canadian Federation of Students

Carleton was one of the first institutions to join the Canadian Federation of Students (CFS) in 1981 through referendum. Since then, CFS has grown to represent over 400,000 students across Canada. Each student at Carleton pays \$4 to CFS for services and representation the elected officials provide.

Created to represent and articulate student concerns, CFS is considered to be a formidable force by the Government of Canada. CFS uses solid research and nation-wide input on

students issues to lobby the federal government. Concerns addressed by CFS include student aid, accessibility and underfunding.

CFS provides services such as Student Saver Card, discounts for students across Canada and Travel CUTS, a discount travel agency. CFS also runs Student Work Abroad Program (SWAP) allowing students to experience life and work in other parts of the world.

- Canadian Federation of Students-Ontario (CFS-O) represents over 25 Ontario post-secondary institutions in matters related to education such as tuition, funding, student aid, housing, women's issues and many others. Carleton students pay \$3 each to CFS-O for representation and services which are helpful to students' associations and students directly.

For more information contact CUSA Director of Student Affairs, 520-6688; CFS National Office, 232-7394.

(Submitted by CUSA.)

Counselling and Advice

This book is really about advice; where to get it, how to evaluate it and how to make sure you have enough facts to make decisions that are best for you. Since every large institution can sometimes become impersonal, over-regulated and "bureaucratized", Carleton has a number of advisory services to help you sort things out. Specific services are described in detail under title listings elsewhere in *Survival*.

- **Academic Advice** For rules and regulations, start by reading the *Calendar* (Undergraduate or Graduate). Then visit Registrarial Services (see "Registrarial Services", "Academic Advice").

If you have more general concerns (e.g., which job you want in the long run, what your skills and interest may be, what kind of degree program would be best for you), try Counselling and Student Life Services (501 Unicentre, 520-6600; TTY 786-7605). Counselling, seminars, a testing program and reference materials are available.

- **Personal Counselling** Counselling and Student Life Services (520-6600; TTY 786-7605) offers confidential services with professional counsellors; Health Services (520-6674) is staffed by medical professionals.

- **Appeals and Legal Advice** The best place to start is with Ombuds Services (520-6617). (See also: "Appeals and Petitions", "Judicial System", and "Legal Assistance".)

- **Financial Advice** For more information on student aid and budget counselling contact the Awards Office (520-3600).

- **Medical Advice and Personal Counselling** Health Services (520-6674) medical staff include family physicians, psychiatrists, counsellors and nurses to assist with medical problems.

Distress Centre

Ottawa Distress Centre (238-3311) is open 24 hours a day to listen to any sort of problem. The service is confidential and provided by trained volunteers supervised by a small professional staff.

Elected Representatives

At some time you may wish to voice your concerns or request the assistance of an elected government official in this area.

- **Federal members** David Pratt (Nepean, 990-8827); Mauril Bélanger (Vanier, 947-7961); Marlene Catteral (Ottawa West, 990-7720); Mac Harb (Ottawa Centre, 992-7191); John Manley (Ottawa South, 990-8640); Ian Murray (Lanark-Carleton, 947-2277).

- **Provincial members** Gilles Morin (Carleton East, 745-6899); Norm Sterling (Carleton West, 692-2403), John Baird (Nepean, 828-2020); (Ottawa West, 596-2016 – new member pending byelection); Dalton McGuinty (Ottawa South, 736-9573); Bernard Grandmaitre (Ottawa East, 744-4484); Richard Patten (Ottawa Centre, 722-6414); Garry Guzzo (Ottawa Rideau, 727-2657).

- **Municipal councillors** The area that includes the Carleton campus is represented on City of Ottawa Council by Jim Watson (244-5367) and on Ottawa-Carleton Regional Council by Brian McGarry (560-1224). November 10, 1997 is municipal election day. Take an interest in your new community – be informed about the issues and cast your ballot.

Health Insurance

- **OHIP** is the basic no-cost health insurance provided to all Ontario residents by the Ministry of Health. Students whose home is outside Ontario should have coverage under their provincial plan. All provincial plans are recognized by Health Services and will be billed directly.

- **Health Insurance and Drug Plan** All Canadian full-time undergraduate and graduate Carleton students are automatically covered under this Accident and Drug Plan. Part-time students and those wanting family coverage (including same-sex couples) may opt into the plan by paying the premium in the CUSA office before October 1 for Fall/Winter registration; before February 1 for Winter registration.

Full-time students already covered under a similar policy may opt out of this plan at the CUSA office before October 1, with proof of similar coverage. For more information on coverage under the Plan, contact the Health Insurance Office at 520-3999.

- **University Health Insurance Plan (UHIP)**

(501A Unicentre, 520-4416) is compulsory for all international students and their dependents – enrolment and premium payments must be completed during registration. Health Services does not require payment for services in advance; they will bill the insurance company directly. Most physicians' offices and hospitals in the community will expect payment in advance and students must submit receipts to the insurance company for reimbursement.

Hospitals

- Ottawa Civic Hospital, 1053 Carling Avenue, 761-4000
- Riverside Hospital, 1967 Riverside Drive, 738-7100
- Grace General Hospital, 1156 Wellington Street, 728-4611
- Ottawa General Hospital, 501 Smyth Road, 737-7777
- Queensway-Carleton Hospital, 3045 Baseline Road, 721-2000
- Montfort Hospital, 713 Montreal Road, 746-4621

- Children's Hospital of Eastern Ontario 401 Smyth Road, 737-7600
- Royal Ottawa Hospital 1145 Carling Avenue, 722-6521 (Psychiatric) 505 Smyth Road, 737-7350 (Rehabilitation Centre)

Information

- **Information Carleton** (4th level Unicentre, 520-7400; fax 520-7455, TDD 520-6620; Monday to Thursday, 8:30 a.m. to 6:30 p.m./Friday, 8:30 a.m. to 5:00 p.m.) provides general information and referrals for Carleton offices, facilities, services and events. Call or drop by if you need staff phone numbers, class times and locations, office hours, directions or any information about Carleton.

It also runs the campus Lost and Found and is a distribution centre for on and off campus publications such as campus maps, OSAP forms, student handbooks, change of address cards, *The Charlottan*, *This Week at Carleton*, *XPress*, National Arts Centre brochures, ByTowne and Mayfair film schedules and many others – all free of charge. Also, returning Arts & Social Sciences and Public Affairs & Management students pick up their copy of the *Calendar* at Information Carleton.

Tickets for events at Carleton are available at the Information Carleton Box Office, as well as cards for the Housing, Rides and "Everything Else" boards. In addition, Information Carleton handles 4th level Unicentre display area bookings.

- **Residence Desk** (2nd level Residence Commons, 520-5609) is staffed 24 hours a day, 7 days a week to provide assistance to students regarding Residence, the Department of Housing and Food Services and its facilities – and is also a Campus Card Centre. You can purchase OC Transpo tickets/passes, Campus meal plans and Hello! phone passes between 7:00 a.m. and 9:00 p.m. A dry cleaning depot with twice weekly pick-up/delivery is available. The Residence Security staff can be contacted at the Residence Desk, 5:00 p.m. to 7:00 a.m. weekdays and 24 hours weekends.

- **Speaker Bureau** (605 Robertson, 520-3660) is a community service offered to groups and organizations for meetings, seminars, and other gatherings. Volunteers include Carleton faculty and staff who talk about their area of expertise and research. (*Submitted by Department of University Communications.*)

Nightlife

The Ottawa entertainment scene has definitely expanded over the last few years and the city can pride itself with offering quite the variety when it comes to getting out on the town.

Of course, the National Arts Centre will offer a number of theatrical performances, concerts and symphonies over the year. Programs are available at Information Carleton. Also, Ottawa Little Theatre and Sock'n'Buskin usually have a number of impressive stage productions.

The bar and restaurant scene these days can be varied; expensive and not so expensive, depending on your tastes.

The Byward Market, Glebe area as well as Elgin Street continue to be fairly trendy with new spots opening regularly.

If you prefer a late night, there is always Hull – although it may not be an area to bar hop as a single, but rather with a few friends. Hull is cracking down on rowdyism on the bar strip, expecting responsible behaviour from the late-night bar patrons.

Should you wish to stay on campus, the Students' and Residence Associations will be providing entertainment, coffee houses, movies, concerts, pubs, etc. that may be easier on the pocket book and just as entertaining.

Nutrition

The first person who said "you are what you eat" was a German philosopher. He had a good point. Good nutrition is a sound investment both directly (eating well can reduce your food costs) and indirectly (you might suffer fewer illnesses). Health Services has videos and pamphlets available on nutrition. The Nutritionist, Health Educator, nurses and doctors can also provide counselling and advice. (*Submitted by Health Services.*)

Passports

A passport is necessary for travel to most countries. Applications for a passport can be obtained at travel agencies, including the one on campus. With the application, you will need 2 photographs of yourself. You also need an original copy of either your birth certificate or your citizenship papers and the signature of a guarantor who has known you for more than 2 years. Finally, you need a certified cheque, cash or money order for \$60. If you do require a birth certificate and don't have yours, allow 8 weeks to receive one before applying for your passports.

Since this is Ottawa, you can visit the Passport Office in person at 240 Sparks, C-3 level, East Tower (994-3500). They say you can be processed in 5 working days. If you mail the application, expect the process to take 3 to 6 weeks (and don't mail cash).

Privacy

It is the University's policy not to release any information about a student to an outside person or agency without the student's expressed permission. The only information which will be given out is confirmation of enrolment. Emergencies are a different matter. The University will do its best to pass on a message to you.

If a federal government agency refuses you access to information about yourself or if you feel it is invading your privacy in other ways, contact the Information and Privacy Commissioner (995-2410). If a credit or collection agency refuses to let you see your file or to amend untrue or unproven information, call the Ontario Ministry of Consumer and Commercial Relations (1-800-268-1142). You should also know that it is now law in Ontario that you must be informed if anyone attempts to do a credit check on you.

While we do not want to engender paranoia, privacy is your right. Do not answer questions which you feel are irrelevant or unnecessarily personal. Make sure any telephone

surveyor identifies her/himself to your satisfaction. Even then you can still refuse to comply. Be willing to complain about unnecessary prying into your life. The best protection of our privacy, in the long run, will be ourselves.

Publications

The heart of a university is its library; the heart of *Survival* is the material we use to compile it. The following is a short list of publications you might find useful; we did.

Campus

- *Carleton University Undergraduate Calendar 1997-98.* The most important book on campus. Read it; use it. Available through Information Carleton for undergraduate students in the faculties of Arts & Social Sciences and Public Affairs & Management. Other students should visit their Registrarial Services for a copy.
- *Carleton University Graduate Studies and Research Calendar 1997-98.* Just as important to graduate students. Pick up your copy at the Faculty of Graduate Studies (1516 Dunton Tower).
- *Evening Survival Handbook.* Available from Continuing Education (302 Robertson, 520-3500).
- *Students' Association Handbook.* All about CUSA and what it offers in the way of services, entertainment and political activities. Get one in September at CUSA or Information Carleton (4th level Unicentre).
- *Residence Handbook.* Available from Department of Housing and Food Services.
- *Accessibility and Resource Guide.* Published by Paul Merton Centre, listing various services available for students with disabilities. Contact the Centre at 520-6608.
- *Staff Telephone Directory.* While not intended for students, it is useful if you have a complicated question or need to consult a hard-to-find person. Most campus offices have one, including Information Carleton. Take a look and jot down the numbers.
- *Resources for Women.* An information brochure prepared by Office of the Co-ordinator for the Status of Women, it includes listings of various administrative, counselling and academic services available to women (520-5622, 2201 Dunton).
- *International Students Information.* Prepared by the International Student Advisory Service at Counselling and Student Life Services, 501 Unicentre.
- *The Charlatan.* Available around campus, the student newspaper is put together in 531 Unicentre (520-6680).
- *This Week at Carleton.* Published Thursdays by the Department of University Communications and distributed throughout campus.

Other University offices and various groups on campus publish information. For example, the library offers pamphlets on research, the Women's Centre issues a regular newsletter as do the Registrarial Services in Arts & Social Sciences. Most departments, schools and institutes offer guides, course lists and other material. Check them out.

General

- **Income Tax and the Student.** Available free of charge from the Ottawa District Taxation Office, 333 Laurier Ave. West, 598-2275.
- **Self-Counsel.** A series of books published under separate titles (such as Fight that Ticket in Ontario, Family Law in Ontario, and Civil Rights in Canada), usually cost between \$3 and \$10 and are available at the Carleton Bookstore (or your local library). Check the date; if it's old, the information may be unreliable.

Ontario government publications (often free or cheap) are available by writing to Publications Centre (880 Bay Street, Toronto M7A 1N8); ask to subscribe (free) to the Monthly Checklist of new titles. If you have trouble with mail orders, telephone them at 1-800-668-9938.

Racism

There are at least two levels from which one can define racism. At the individual or psychological level, racism is the use of one's perceptions about a group of people to draw conclusions about a particular individual. At the group or social level, racism is the subjugation or repression of a group of people because of the application of a racial label.

Harassment is abusive, unfair or demeaning treatment of a person or group that has the effect or purpose of unreasonably interfering with a person's or group's status or performance or creating a hostile or intimidating work or educational environment.

If you are the victim of racism or racial harassment, there are many university and community resources available to assist you. The Race Equity Office at Carleton can provide support and assistance in addressing issues of race and ethnicity. Ombuds Services, the Status of Women Office and University Safety can also help you determine an appropriate course of action such as writing a letter to the harasser, seeking mediation, or lodging a formal complaint. Keep in mind that if an incident occurs off campus, the university services can help you identify appropriate community services in addressing the problem. The options include the Ottawa-Carleton Police Race Relations Unit, government Ombuds Services, the Ontario/Canadian Human Rights Commission – to name just a few.

- **Race Equity Office** (2209 Dunton, 520-5645) deals with complaints of racial discrimination and harassment. Special emphasis is placed on prevention by offering educational programmes designed to enhance awareness and broaden knowledge and sensitivity to racial and cultural diversity. Workshops on anti-racism, race relations and cross-cultural communication are available by request.

Rape Crisis Centre

Rape Crisis Centre (562-2333) provides a 24-hour emergency telephone line, as well as person-to-person support, accompaniment through medical and legal procedures if desired, and in-depth individual and group counselling for assault survivors, their friends and family.

Assistance can also be provided through offices on campus such as Counselling Services (520-6600), Health Services (520-6674) and the Women's Centre (520-2712).

Keep in mind that Carleton is as safe as any town with a 20,000 population. Do not think just because this is a university campus, with the majority being your own age, that assaults or rape could not happen. The university campus is a public place and we should keep that in mind as we stroll the tunnels or travel the campus. (See also: "Sexual Assault Support Centre".)

Recycling

You can recycle paper, glass and cans on campus. Small bins marked "Fine Paper" in offices and classrooms are for deposit of white computer paper, note paper, fax paper, envelopes, "post-it" notes and file folders. Large bins for fine paper, newspaper, glass and cans are located at: Unicentre (by Rooster's), Dunton (tunnel level by elevators), Tory (3rd level), Steacie (1st level), St. Patrick's (1st level), Paterson (1st level), Mackenzie (1st level), Loeb (1st & 2nd level), Herzberg (1st level), Athletics (1st level), Robertson (2nd level) and in lobbies of the residences. Newspaper includes off-white computer paper. Glass should be separated into coloured and clear; please remove the lids.

For recycling off-campus, call 560-1335 for information and to receive a Blue Box. Batteries, paints and most cleaners are considered hazardous waste – call 560-1335 for information. Backyard composters are available for homes in Ottawa – call 564-1111. (*Submitted by CUSA.*)

Sexual Assault Assistance

- **Sexual Assault Support Centre** (234-2266, 24-hour crisis line) provides support to survivors of sexual assault and incest. Programs include self-help support groups for adolescent and adult women, and individual counselling.
- **Sexual Assault Treatment Program** (Riverside Hospital; 738-3762, 24-hour service) provides trained staff who can help with crisis counselling, medical treatment and the collection of legal evidence if desired. Clients have the right to refuse any aspect of the treatment. (See also: "Rape Crisis Centre".)

Travel

If you are trying to travel as cheaply as possible, keep an eye on the Rides Board near Information Carleton, 4th level Unicentre.

Consider cancellation insurance for an expensive vacation, but make sure you know what the insurance covers. If you have complex plans, a travel agency can probably help. Always consider extra health insurance when travelling out of the country. Be careful to use only agencies licensed and registered with the Ontario government. Your losses will probably be covered if the agency goes out of business. CUTS (1st level Unicentre) is licensed and registered and should be able to assist you.

Alumni

Not to rush things, but once you graduate your name will be added to the roster of the more than 67,000 graduates of Carleton University and the former St. Patrick's College represented by the alumni association.

The active alumni program includes: Homecoming Weekend in October; reunion, chapter and branch programs in 12 cities; an alumni student recruitment program; Send Off; the A.D. Dunton and other awards, as well as an alumni bursary and scholarship program.

The alumni association keeps in touch with members by publishing *Carleton University Magazine* quarterly. Benefits extended to alumni include library and Faculty Club membership privileges and a reduced-rate annual fee for the Physical Recreation Centre. Services include group-term life insurance; Mastercard; auto and home insurance; long distance plan; wine sales program; and travel.

For further information contact Development and Alumni Services, 520-3636. (*Submitted by Development and Alumni.*)

Art Gallery

Carleton University Art Gallery (St. Patrick's), a new, state-of-the-art museum facility, is home to Carleton's collection of nearly 14,000 artworks. The upper gallery is dedicated to selections from this collection, changing on a regular basis, while two lower galleries accommodate exhibitions of contemporary art organized by CUAG or on loan. The Art Gallery is an important resource for the study of art and culture in all forms – from traditional framed hangings to performance, video, installation, photography, design and architecture. It is a place where those who care about the quality of their life can come to enjoy and engage the art of their time. Director: Michael Bell. Hours: School year – Tuesday to Friday, 12:00 to 7:00 p.m./Saturday & Sunday, 12:00 to 5:00 p.m.; Summer – Tuesday to Friday, 12:00 to 6:00 p.m./Saturday & Sunday, 12:00 to 6:00 p.m.

(*Submitted by Carleton University Art Gallery.*)

Athletics

Carleton's Physical Recreation and Athletics Department offers a broad program of physical recreation.

- Facilities: 50-meter pool; fitness centre; fitness testing laboratory; physiotherapy clinic; sports medicine clinic; locker rooms with saunas and whirlpools; double gymnasium; squash and tennis courts; combative and multipurpose rooms; a fitness studio and the Raven Corner store.
- Hours of Operation: 6:00 a.m. to 11:00 p.m. weekdays; 8:00 a.m. to 11:00 p.m. weekends. For information about specific facilities call the number(s) listed below.
- Varsity activities: basketball, fencing, field hockey, nordic (cross-country) skiing, soccer, waterpolo, rowing, swimming and volleyball for women; basketball, fencing, football, rugby, nordic (cross-country) skiing, soccer, swimming and waterpolo for men.
- Intramural sports: basketball, ball hockey, soccer, touch football, softball, hockey, golf, volleyball, tennis for men;

basketball, touch football, volleyball, tennis, for women; also a variety of co-ed intramural sports.

• Instructional programming: karate, aikijujutsu, women's self-defence, tai chi, yoga, table tennis, tennis, squash, fitness, dance, aquatics and aquatic fitness. Registration takes place in the Physical Recreation Centre general office, September 8-11 & 15; 9:00 a.m. to 5:00 p.m.

Come see and participate in some of the programs and facilities we offer at our Open House, Sunday, September 7; 7:00 to 10:00 p.m.

• Freelance recreation for people who wish to organize their own physical recreation options include squash, tennis, pick-up basketball, fitness, weight training and recreational swimming.

Call for information: 520-4480; 520-5631 for recorded general information. To book squash or tennis courts call the Tuck Shop for details, 520-5655.

The athletics program is governed by the Athletics Board, which advises the University on matters of athletics and recreation policy through the Office of the President. The Board is comprised of members from faculty, administration, alumni, students' and residence associations. (*Submitted by Athletics.*)

Bicycles

Carleton University encourages the use of bicycles on campus, but those using bicycles must adhere to the parking policy established for the safety and well-being of everyone.

Bicycles must be parked in the stands provided. Locking bicycles to walkways, sign posts, parking meters, wheelchair ramps, doorways, fire hydrants, inside offices, classrooms and anywhere else except a bicycle parking rack is not permitted.

Bicycles are not permitted in campus buildings, except in appropriate storage areas in Residence. Bicycles carried into elevators or on stairwells create obstructions for other occupants, particularly in the event of an emergency evacuation and are a violation of the Ontario Fire Code.

Any bicycle that is not properly parked is subject to removal without notice.

Carleton University is not responsible for loss or damage to bicycles or locks, however caused. Losses or damage should be reported to University Safety/Police & Security Division, 520-3612.

Bookstore

Carleton's Bookstore (2nd level Southam, 520-3832) stocks textbooks and any ancillary course materials ordered by Carleton faculty, a variety of general, scholarly and reference books not usually available elsewhere in Ottawa as well as a complete selection of school supplies, magazines, newspapers, health and beauty products, and an assortment of candies and snack foods. A full line of imprinted clothing, insignia accessories (including the official University tie), gifts and souvenirs are available – watch for 'ring' and 'jacket' days during the year. Other services include photo processing depot, OC Transpo tickets and passes, and Bell Quick Change and Hello cards.

Eat Better & Cheaper

with a Campus Cash Plan!



**Would you rather pay \$5.28 or
\$4.17* for a Ultra Burger Combo?**

*based on a \$1,200 meal plan



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Save up to 25%!

| | You Pay | You Save |
|--------------|---------------|------------------|
| Cash Plans | \$1,200 | \$300 25% |
| | 800 | 160 20% |
| | 400 | 72 18% |
| | 50 | convenience plan |
| Commons Plan | 10 meals/week | 24% |
| | 5 meals/week | 19% |

**Just swipe your student card
and your meal is paid for!**

*Buy your cash plan at the Commons Service Desk
or Information Carleton, 4th floor Unicentre.*

**Use it at: Residence Commons
Food Court • Oasis • Loeb Café
Bent Coin • Robins Donuts • Second Cup
Rooster's Wing • Vending Banks • Fitstop**

A Special Order service is available for books not presently in stock or not standard items. While a deposit is usually required, it is always applied to the cost of the book and is neither a handling fee nor service charge. The Bookstore can also provide information on any book free of charge or obligation prior to ordering through use of Books-in-Print on CD-ROM. Used textbooks are also sold during the academic year, providing students with an opportunity to benefit from a 25% price reduction and GST exemption. Buyback periods prior to each semester also give students the opportunity to recover money for unwanted textbooks. (*Submitted by the Bookstore.*)

Campus Card

Carleton's ID card displays your photo, your 6-digit Carleton ID number, an 18-digit Campus Card number and a magnetic stripe encoded with personal information – to be used for verification purposes. Your library circulation bar code is also pre-printed on the back. When you swipe the card at the Athletics reception desk, you gain access to the facilities. The magnetic stripe also provides on-line access to various debit accounts that can be activated for your convenience. These include a *Dine* account, for pre-paid meal plans offered at the Residence Dining Hall; a *Vend* account, redeemable for small vending purchases at machines across campus; a *Cash* account, for purchases at food service locations and for other campus transactions. Balance information for all debit accounts is available at the time of each transaction. Pre-paid account deposits are made at either the Peppermill Express (2nd level Unicentre) or the Residence Commons service desk.

Only you can use your Campus Card – it's strictly non-transferable – and it's yours to use throughout the entire length of your stay at Carleton. If the card becomes unusable or damaged in any way, you are responsible for the cost of replacing it. By using the card you agree to the published terms and conditions governing its use – see the *User's Guide* booklet you receive with the card.

Should you lose your card, report it missing immediately through Touchtone – 520-7800 code "9" – so that it can be deactivated immediately and your accounts protected. Replacements are available at 107 Robertson for a \$20 fee. Direct questions to 520-2600 ext. 1651.

Centre for Aboriginal Education, Research and Culture

CAERC (2207 Dunton, 520-4494; 520-2600 ext. 4500; weekdays 8:30 a.m. to 4:30 p.m.), operational since 1992, exists to ensure aboriginal representation and presence on campus. Specific activities and services are undertaken with students and others who wish to "hang out" or take part in planned events. When you visit us, you will meet our next-door neighbours, other equity-seeking groups. Madeleine Dion Stout, Director; Armand Ruffo, Associate Director, Gillian Whyte, Administrator.

Chaplaincy

Our purpose is to share experience, insights, friendships and faith. Study and discussion groups, community projects and development education, special speakers and seminars, marriage preparation, instruction in the faith, religious services and special events are also part of our work. We welcome and appreciate interfaith dialogue as well as enquiry into any area of religious or ethical concern. We also have connections with organizations or resources which you may be looking for on campus, as well as with churches and religious groups in the Ottawa area.

A "Quiet Room" (T27/Tory, tunnel level) is available for prayer or meditation.

Catholic Mass is held at the Newman Centre (St. Margaret Mary Church, Sunnyside and Fairbairn Avenues), 4:30 p.m. Saturday and 9:30 and 11:30 a.m. Sunday; and on campus, Tuesday and Wednesday at noon in the Quiet Room. Protestant Worship is held in 100 St. Patrick's, 7:30 p.m. Sunday.

The Roman Catholic Chaplain, Fr. Don MacLellan can be reached at 520-2896; home, 730-5265. Rev. Neil Hunter, the Protestant Chaplain, can be reached at 520-4449; home, 829-4921. (*Submitted by the Chaplaincy.*)

The Charlatan

The Charlatan (531 Unicentre, 520-6680), Carleton's independent student newspaper, hits the stands every Thursday during the school year and monthly in the summer. The paper is staffed and operated by students and always welcomes more help. Everyone is invited to get involved in writing news, sports, arts or features, graphics, photography or production. Those who participate in the paper get a say in how it is run. Open staff meetings are held every Thursday at 5:30 p.m. to make decisions, discuss problems and talk about the paper.

The Charlatan is an editorially and financially autonomous publication funded by student fees and advertising revenue. It has a circulation of 12,000 on and off campus. If you want to get involved, vent your spleen or tip us off on a news story, feel free to call or drop in anytime. (*Submitted by The Charlatan.*)

Child Care Centre

Colonel By Child Care Centre has been providing non-profit child care on campus for over 20 years. Qualified teachers care for 57 children between the ages of 6 months and 5 years. The Centre operates 12 months a year, weekdays from 8:00 a.m. to 5:45 p.m. Fee subsidies from the Regional Municipality of Ottawa Carleton are available for families who meet the criteria. As there is a waiting list, parents are encouraged to apply as early as possible. For further information, please contact Margot Henderson or Sandy Thompson at 520-2715; fax 520-3992. (*Submitted by Colonel By Child Care Centre.*)

CKCU-Radio Carleton 93.1 FM

CKCU-FM (517 Unicentre, 520-2898; Requests: 520-CKCU) is your radio station, broadcasting 24 hours a day at 93.1 FM, 93.5 cable. Coverage extends to a radius of 100 km. at 12,000 watts from the Camp Fortune Tower.

Live, creative and alternative best describe Canada's senior campus/community radio station. CKCU programming is produced by over 200 volunteers and covers music, public affairs and cultural broadcasts. The diverse musical range includes all styles, with an emphasis on new music and local artists.

CKCU-FM is funded by students, sponsorships and an annual public funding drive. This means that students, community members and volunteers work together not only to provide diverse radio but to ensure financial stability.

Join other members of the community and campus who make up the heart of Radio Carleton simply by coming to 517 Unicentre and attending our monthly new volunteer orientation meeting. (*Submitted by CKCU.*)

Clubs

Each year, the Students' Association (CUSA) sponsors dozens of clubs on campus. There are hobby clubs, political clubs, ethnic clubs, sports clubs – almost every sort of club one can imagine.

These groups depend on you for their existence. Call the Students' Association (520-6688) to find out which are operating this year. If you have some special interest not on the list, consider starting your own group. The Students' Association may be able to provide help with the publicity, organization and finances. The rest is up to you.

Communications Resources

- **Fax service** CUSA (401 Unicentre) offers student rates for sending or receiving fax transmissions.
- **World Wide Web** (<http://www.carleton.ca>) Carleton is a major player in the Information Highway and well known in Ottawa as a host for Freenet. (See also: "Computing and Communication Services".)

Complaints

These fall into many separate categories. Usually it is best to begin with the person in charge of the relevant area. For example, Athletics facility complaints should go to Drew Love, Director of Athletics (520-4480). Bookstore complaints should be taken to Joe Gosset (520-3832). Housing and Food Service complaints should be directed to David Sterritt, Director of Housing and Food Services (520-5612) if the manager of the specific food outlet cannot help. Library problems may be taken to Bozena Clarke, Head of Access Services (520-2734) if overdue books, billings, etc. are involved. Disputed parking fines (and related matters) should be brought to the attention of Carole Dunlevie, Parking Supervisor (520-3623).

In all these cases, there are policy committees (usually including students) empowered to hear individual appeals. If you encounter initial resistance or if you want to make an

appeal to one of these committees, contact Ombuds Services (520-6617) for help.

• **Students' Association** The operations of CUSA may give rise to complaints from students using a facility, working part-time, or who feel their concerns are not being well represented. See the President, Heidy Van Dyk (520-6688), a member of the Executive or the Students' Council.

Computer Store

The University operates the Computer Store (315 Southam, 520-3699) to pass on to students and staff certain price advantages that can be offered in an educational setting.

The store is an authorized dealer for Apple, Hewlett Packard, IBM, Packard Bell and Zenith. Accessories and software are also available. The manager is Mark Thaw.

Computing and Communications Services

A number of labs are available on campus equipped with IBM PC-compatible computers. Many are open to all students – accounts are not necessary. Student labs are located in Southam, Loeb, St. Patrick's; the largest is in 403 MacOdrum Library. Student consultants are available at several labs during the Fall and Winter terms. Students may access services such as word processing, spreadsheets and database software; Library CUBE system; CD-ROMs; Sun/Unix system. Posters at each lab provide details about consulting hours, other lab locations, procedures for getting CHAT and Unix accounts, etc. For more information, call the CCS Help Desk at 520-3700.

• **CHAT** – Carleton Hotline for Administration and Teaching – is available to students, instructors, program advisors and teaching assistants, providing access to e-mail, course newsgroups and the Internet. Students are encouraged to request a CHAT account, through which they can communicate with their instructors and classmates, as well as with anyone in the world who has an e-mail address. They can also access Carleton information through the Carleton World Wide Web site (<http://www.carleton.ca>) and can access world wide Internet information. Students' CHAT accounts will remain active throughout their academic career. (*Submitted by Computing and Communications Services.*)

Counselling and Student Life Services

This resource is available to help you with any personal, social or career-related concerns. These concerns may affect your studies, your social relationships or your ability to plan wisely for the future. If this is the case, don't wait for things to work themselves out – the sooner you seek help, the faster you can resolve the problem.

Professional counsellors provide individual and group counselling for personal/emotional concerns, educational and career information, career workshops and a study skills program. The service is strictly confidential and information is never released unless requested by the student. A variety of personal counselling groups are offered throughout the year covering issues such as sexual abuse, dysfunctional family issues, relationships, assertiveness and self-esteem.

Office hours at 501 Unicentre are generally 9:00 a.m. to 5:00 p.m. (Fall/Winter); 8:30 a.m. to 12:00 noon and 1:00 to 4:30 p.m. (Summer). For more information or an appointment, phone 520-6600; TTY 786-7605, or drop by.

• **Transitions** is a year-long program designed to assist new students make a successful transition to university life. Returning students act as resource people for new students who are placed in small groups to allow for ample interaction. One of the critical keys to success is achieving a balance socially and academically. The role of the Transitions program is to assist you to achieve this goal. If you want to get involved, please contact the Transitions Coordinator at 520-6600.

• **Study Skills Program** workshops assist students to improve their learning skills (see: "Study Skills").

(Submitted by Counselling and Student Life Services.)

CUSA Special Projects Office

The Special Projects Office (401 Unicentre, 520-6688) maintains a resource centre which is available to students. It also serves as a research and organizing centre for issues such as women's issues, accessibility, tuition hikes, cutbacks and other matters which affect students.

Dental Clinic

An independent dental and TMJ clinic dedicated to serving the needs of Carleton students and staff – Dr. Paul Greenacre and Associates – operates at 2100 Technology & Training Centre, 521-3368, 8:30 a.m. to 4:30 p.m. weekdays. Services include hygienist, orthodontics, esthetics and advice on clenching and snoring. Graduate students can check with the Receptionist for information on their dental plan.

Disabilities

The Paul Merton Centre for Persons with Disabilities (500 Unicentre, 520-6608, TTY 520-3937; fax 520-3995; www.carleton.ca/~dmellway/paulmenton/welcome.htm) provides individualized support services, based on appropriate documentation, to persons who are deaf or hard of hearing, with learning disabilities, attention deficit disorder (ADD), visual impairments, head injuries, physical disabilities (including mobility impairments) or who have psychiatric or other medical disabilities. The Centre accommodates as many requests as resources permit.

• **Requests for service** Carleton University has a Senate-approved policy on academic accommodation. Students are responsible for applying for special services by making an appointment with the appropriate coordinator. Accommodations for examinations (in-class tests, *itv*, tapes-to-you and formally scheduled exams) must be arranged by specific deadline dates which are several weeks before the examination date. Students are advised to visit the Centre as early in the term as possible to discuss all service requests. All requests are considered on an individual needs basis.

• **Library Services** The Joy MacLaren Adaptive Technology Centre (232 MacOdrum Library; main floor) is available to students referred by the Paul Merton Centre. Contact the coordinator of library services for students with disabilities

(206 MacOdrum Library, 520-2600 ext. 8186) for a complete list of services available including use of the Centre, research assistance, stacks retrieval and assistance with photocopying and reserves. Services at the University of Ottawa for students with disabilities are also available to Carleton students with a letter or referral from the coordinator. Transcription services are handled through the Reader Services Department, 520-2600 ext. 8943. Students referred by the Paul Merton Centre are registered with the W. Ross MacDonald School, the provincial agency which provides tests and other course-related material in alternative formats for students with a print disability.

Requests should be made as early as possible as these can take up to 4 months to process. Students may also scan text using the Reading Edge, available in the Joy MacLaren Centre, and have the scanned material recorded onto audio tape or downloaded onto a disk.

• **Assistive Technical Devices** A limited number of portable computers, 2- and 4-track tape recorders and personal FM systems are available at Instructional Media Services, D283 Loeb, with written referral by the Paul Merton Centre.

• **Blind or Visually Impaired Assistance** Students who are blind or visually impaired have access to Zoomtext Plus, two Telesensory colour SVGA close circuit TVs, Dectalk voice synthesizer, Vocal-Eyes screen interface software, Slimvoice speech synthesizer and a Reading Edge machine in the Joy MacLaren Centre.

• **Deaf or Hard of Hearing Assistance** The Educational Support Services (ESS) program, for which the Paul Merton Centre acts as liaison, provides interpreter service, notetakers and personal FM systems for eligible part-time students. Full-time students may be eligible for services through Vocational Rehabilitation Services (VRS) or other funding agencies. It is the student's responsibility to initiate early inquiries.

• **Learning Disabilities Assistance** A psychoeducational assessment administered within 3 years of initial registration at the Paul Merton Centre is required. This will allow Centre staff to organize services that address each individual's particular learning disability.

• **Attention Deficit Disorder (ADD) Assistance** To receive accommodation, students with ADD are required to have formal identification from a psychiatrist, psychologist or physician.

• **Mobility Impairment Assistance** The Carleton campus is well equipped to accommodate persons with physical disabilities as buildings are in close proximity to each other, most are connected by tunnels and all of the main buildings have elevators and are ramped for outside entrance and egress. Most sidewalks have been made accessible by curb-cut renovations. A building-by-building accessibility inventory is available from the Centre and posted on the website.

• **Non-visible Disabilities Assistance** Students may have legitimate needs which are not easily recognized or understood within the university community. Students with psychiatric, medical or other non-visible disabilities are encouraged to contact the Paul Merton Centre with appropriate documentation to discuss personal and/or academic issues of concern to them.

- **Residence Assistance** The Residence Attendant Services Program, offering 24-hour assistance with activities of daily living such as personal care, room chores, cafeteria assistance, etc., is available to students with various levels of disability. In order to provide comprehensive services, only a limited number of program spaces are available each year. Contact the Attendant Services Co-ordinator, 520-6615, for a copy of a comprehensive guide. For students who need an accessible accommodation but do not require attendant services, a limited number of residence rooms are available. For further information contact the Accommodations Officer, Housing Department, 520-5612. (*Submitted by Paul Menton Centre.*)
- **NEADS** The National Educational Association of Disabled Students' office is located at 426 Unicentre, 526-8008 V/TTY. Enquiries regarding this national advocacy association can be made to Frank Smith.

Disability Awareness Centre

Carleton Disability Awareness Centre (CDAC) (426 Unicentre, 520-6618; TTY 520-2894) is a student-run organization which promotes disability civil rights and disability pride, works as an advocacy centre to address issues related to invisible, communication and visible disabilities, raises awareness within the university and the community, and represents students with disabilities on University and CUSA committees, and through lobbying efforts (Para Transpo, human rights, provincial government). CDAC also helps individuals get the services they need, makes referrals, provides access to the Centre's computers, TTY, Internet/chat connections, Kurzweil voice-activated computer system, visualtek, tape recorders, library and lounge, as well as coordinating support groups, buddy system, speakers, workshops and special events such as Hate Hurts Week, AIDS Awareness Week and Disability Pride Week (January 12-16). People are encouraged to volunteer to promote change, reduce systemic barriers, increase accessibility in the university and learn valuable skills. Contact the Coordinators: Tricia Tougas and Elizabeth Derouin.

(*Submitted by CDAC.*)

Eye Care Clinic

This new service on campus (2700 Technology & Training Centre, 521-7717) provides comprehensive eye exams, diagnosis and treatment of minor eye disease and employer vision reports by appointment, 9:00 a.m. to 5:00 p.m. weekdays, as well as dispensing specialty vision appliances, contact lenses, sunglasses and designer eyewear on a walk-in basis. Most examinations are covered by OHIP, UHIP and other provincial health care plans. Many parents also have supplementary insurance that covers some or all of the cost of their family's eyeglasses or contact lenses.

Food Services

Eight à-la-carte food outlets are located on campus: The Food Court, 2nd floor Unicentre – newly renovated to include Harvey's, Taco Bell, Domino's Pizza, Second Cup, Mr. Sub, Market Grille; Robin's Donuts, 1st level Unicentre; Rooster's Wing, inside Roosters, 4th floor Unicentre; Oasis/Pizza Hut, 1st level Commons; Loeb Cafe, 1st level Loeb; Fitstop,

Athletics; Bent Coin, 5th level Robertson; Second Cup, Tunnel Junction. Residence Commons (3rd level) offers all-you-can-eat service for lunch and dinner 7 days a week.

Hours of operation are standard throughout most of the year but subject to change during exam and holiday periods.

Vending machines are also located at 2nd level Mackenzie, 2nd level Residence Commons, 2nd level Loeb, 5th level Robertson Hall, Tunnel Junction, 1st level Herzberg and 1st level Unicentre.

A variety of convenient Cash Deposit (debit card) and declining balance meal plans (tax exempt and offered at a discount) are available to all students. A Campus Card is simply presented to the cashier to redeem "debit" funds. Contact Beaver Foods, 520-5618.

- **Treats** (Technology & Training Centre, 526-1112) This independently owned food kiosk features gourmet coffee and daily specials.

- **Faculty Club** (4th level Unicentre, 520-5635) While this licensed dining room is intended to serve the faculty, staff and alumni of Carleton, it can be booked for special events such as weddings, receptions, student pubs, etc.

Foot Patrol

A campus escort and patrol staffed by student volunteers, this service operates from 6:00 p.m. to 1:30 a.m. seven nights a week in the Fall/Winter term. The Foot Patrol can be identified by our blue jackets, flashlights and radios – and we always operate in co-ed pairs. Anyone can use the service and it's easy: call 520-4066 or drop by the office (461 Unicentre, off Baker Lounge). You can also pre-arrange an escort for the same time every week or have us schedule a periodic walk-by of your office or study space. Use the Foot Patrol – your safety is worth it – and consider joining us as a volunteer.

(*Submitted by Foot Patrol.*)

Gay, Lesbian, Bisexual and Transgendered Centre

The GLBT Centre (427 Unicentre, 520-3723; <http://www.carleton.ca/glb>) – now located in the services corridor across from the CUSA main office – provides a welcoming and accepting environment in which all people can feel safe to become involved with the active and growing gay, lesbian, bisexual and transgender community on campus. The Centre's threefold mandate covers providing support, education and advocacy services to the Carleton and Ottawa communities. Services include maintaining safe space within the centre, a peer support program, discussion groups, referrals, housing listings, bashing reports, free community newspapers, a newsletter, social events, a lending resource centre with over 700 books and periodicals, educational workshops and events, guest speakers, graffiti removal follow-up, the Ally program and the new Buddy System, designed to assist new glbt students in making the transition to university life.

We are dedicated to challenging homo/bi/transphobia and heterosexism and educating the community about our history, culture and the issues which affect us. Enthusiastic volunteers are vital to the centre; training is offered each September and

January. Volunteer applications are available at the CUSA front desk or in the GLBT Centre.

Everyone is welcome at the Gay, Lesbian, Bisexual and Transgendered Centre – Gay, Lesbian, Bisexual, Transgender, Straight, undecided or in between! (*Submitted by Gay, Lesbian, Bisexual and Transgendered Centre.*)

Graduate Students' Association

GSA (600 Unicentre, 520-6616; fax 520-3680; gsa@carleton.ca) is the fully autonomous student body which represents the more than 2,600 full- and part-time graduate students registered at Carleton. It represents their collective interests to the University administration and at the same time helps individual graduate students with specific problems. GSA funds research activities through travel grants given to graduate students who attend academic conferences, maintains an emergency loan program, sponsors several social activities during the year and publishes *Grad Voice*, an almost-monthly newspaper. The GSA Council is made up of representatives from each department or school that offers graduate-level programs and a 4-member elected Executive: Cecilia Van Egmond, President; Tonya Waller, VP Internal; Steven Schwendt, VP Finance; Cindy Robinson, VP External.

A dental plan is provided to all full-time students by the GSA, with the cost included in September tuition (\$176.20). Students with alternate coverage may opt-out of the plan by contacting the GSA before October 1, 1996. Part-time students and families may opt-in to the plan at the same cost before the same date.

Facilities on 6th level Unicentre include a non-smoking coffee lounge provided for general use ("Lounge Lizard" discount coffee/tea card available) and a semi-private meeting room (seats 15 comfortably) offered for booking free of charge.

Mike's Place, located across from The Peppermill cafeteria, 2nd level Unicentre, is a bar owned and operated by the GSA. (*Submitted by GSA.*)

Graffiti

If you see sexist, homophobic or racist graffiti on University property you are asked to phone the Maintenance Control Centre, 520-3668, 8:00 a.m. to 4:30 p.m. weekdays; 520-3669 at other times – or campus police, 520-3612.

Graphic Services

A complete printshop and photocopying service operating on campus (102 Robertson, 520-3625) and available for students' printing needs including: theses, newsletters, stationery, business cards, carbonless forms, campaign materials, full-colour posters, brochures and books. PMTs of architectural drawings, photos and graphs are also available. Prices are competitive and staff are knowledgeable about campus graphic standards and design. The Copyshop (1st level Unicentre, 520-3703) specializes in fast turn-around copying of standard-size documents and report binding. Self-serve copiers and plasti-cashier are available at this location as well as at 150 MacOdrum Library (520-6679; open evenings), where the staff can make colour photocopies, transparencies

and microprints, and copies of old exams may be purchased. A staffed photocopying service also available to students is located at 205A Loeb (520-7484). (*Submitted by Graphic Services.*)

Hairstylist

Ziggy's Hair Studio (2nd level Unicentre near Porter Hall, 9:00 a.m. to 6:00 p.m. weekdays, 9:00 a.m. to 3:00 p.m. Saturday; 731-3555) offers a full range of hair care services – cuts, colors, perms and barbering. Open year round.

Health Services

Health Services (2600 Technology & Training Centre, 520-6674) provides comprehensive medical care for the university community, including students who live off campus or in residence.

Please contact us if you need medical care and/or information. It is important to seek help promptly for physical or emotional health problems. Waiting to see if it will go away often leads to unnecessarily missed classes, trouble concentrating on school work or a worsening of problems which could otherwise have been resolved.

You may book an appointment to see a doctor or you can walk in and see someone. Confidentiality is strictly observed.

Health Services is open 9:00 a.m. to 6:00 p.m. weekdays, September to April. An on-call service is provided after hours. Physicians and nurses are available to advise and treat almost every medical requirement including treatment of illness, preventive health counselling, birth control, diagnosis and treatment of sexually transmitted diseases, allergy shots, immunization and referral to specialists. The clinic atmosphere is supportive. A staff of competent psychiatrists and counselors are available for consultation and treatment.

• **Health Education Program** Our Health Educator works with a staff of Peer Educators to help promote healthy lifestyles. They offer group sessions on topics including nutrition, relationships, sexuality, wellness and stress management. For more information call 520-6676 or drop by 223 Commons. (*Submitted by Health Services.*)

International Students

Counselling and Student Life Services (501 Unicentre, 520-6600) runs an advisory service for international students. Drop by for current information on immigration law and policy, on resources and services available or to discuss matters of special concern. Office hours are 9:00 a.m. to 5:00 p.m. weekdays. The International Student Advisor is Janyce-Dale Smithley.

For adjustment concerns, the International Student Advisory offers counselling and information on social activities within the university community and encourages students to seek assistance when they are first experiencing difficulty.

• **Visa Conditions** Student visa holders should adhere very carefully to the conditions stated on the "student authorization". The rules governing your stay in Canada are strictly enforced. For example, your authorization is valid only for study at a particular institution (university, college, etc.) and thus, if you plan to change universities, make sure you contact

Immigration (995-8131) well beforehand to have your visa changed.

• **Employment** The following groups may be granted permission to accept work without the job needing validation or being subject to availability of Canadians: international students working at a job on campus; spouses who are not students themselves may get a job anywhere; international students may work anywhere after graduation in an educationally related job for up to 12 months. If you have questions or concerns about this policy please contact Immigration or the International Student Advisor.

If you think you may be inadvertently contravening the conditions of your visa, try to act on it at once. More often than not, Immigration officials are quite sympathetic to someone who, in good faith, discovers s/he has contravened the rules out of confusion, error or ignorance. Your good faith is best demonstrated by acting quickly and directly, and often you may save yourself worry or further problems. Your International Student Advisor may be able to advise you on certain approaches when dealing with Immigration.

• **Health Insurance** International students should be aware of the rules regarding the University Health Insurance Plan (UHIP). Contact the UHIP office at 501A Unicentre, 520-4416.

International Students' Centre (ISC)

The Centre (302 Unicentre, 520-2753) provides a welcoming, informative arena for students studying away from home. International students can meet and interact with others who are internationally minded, voice their concerns and promote issues specific to their needs while in Canada. Our hope is to reduce socio-cultural alienation for people adjusting to a new society. ISC provides a resource collection, buddy system, cross-cultural counselling and hosts workshops and seminars. Events are also organized to help underwrite the Emergency Fund for international students. Volunteers are the backbone of ISC – everyone is welcome to join us.

Judicial System

The University has a system of tribunals where cases of students accused of misconduct are heard.

• **Academic misconduct** Known as an instructional offence such as cheating on examinations or plagiarism. If a student is accused of an instructional offence s/he first meets with the Dean of his/her Faculty who determines:

- whether there is sufficient evidence to proceed;
- if there is sufficient evidence to prove an offence occurred, whether an agreement can be reached at this level as to what the penalty should be; or
- whether the matter should be sent to tribunal.

If the matter is sent to tribunal, the accusation is heard by a panel of faculty members appointed by the Senate. This panel will determine whether the accused is guilty or not and, if required, set a penalty. At the tribunal, the student or his/her representative will have the opportunity to challenge the case and present a defence.

• **Human rights** Offences such as sexual harassment or racial discrimination. Before a complaint against a student for a

human rights offence goes to a tribunal, attempts at mediation and other forms of conflict resolution may be made. The tribunal for human rights offences consists of two faculty members and a student appointed by the Senate.

If you are charged with an offence, you are advised to seek the assistance of the Ombudsperson for an explanation of the procedure and to obtain representation.

Library

MacOdrum Library, located on the south-west side of the Quad, is the main library. Basic hours are 8:00 a.m. to 11:00 p.m. weekdays/10:00 a.m. to 11:00 p.m. weekends. Hours vary during the spring and summer and when classes are not in session – call 520-5621 for operating hours message (24-hour service).

Undergraduate loan period is 2 weeks. Fourth-year honours students, graduate students and staff are entitled to 4-week loan, subject to recall for another patron after 2 weeks. Your Campus Card is your library card. If your card is lost or stolen, report it at: 520-7800 code "9" immediately. You are responsible for all books taken out on your card.

Overdue fines and sanctions are substantial. If you have 3 or more books overdue, your borrowing privileges will be suspended until all are returned. A \$3 billing charge is added for fines not paid when the books are returned. Once a bill is issued it must be paid at the Business Office, not at the Circulation Desk. Charges for lost books are high (\$75 minimum). It is good practice to regularly check your patron record which lists all the books currently signed out to you. Any discrepancies should be reported to the Circulation Desk as soon as possible. Problems with fines or charges should be directed to the Head of Access Services. You may also appeal a decision, in writing, to the Senate Library Committee. Exam grades and transcripts will be withheld from students who have unpaid fines recorded in their account.

Circulation and Reserves information is displayed on CUBE, the online catalogue. Reserve material may be borrowed mainly for use in the library, although some items are available for overnight use or for a few days.

The Library's general service areas (information desks, checkout, book return and interlibrary loans) are located on the main floor. CUBE terminals are found on each floor and a large-print terminal for visually-impaired patrons has been installed near the Joy MacLaren Adaptive Technology Centre (Room 232). Dial-in access to CUBE is available 24 hours a day, 7 days a week for computer users. Instructions are available at the Information Desk. Microcomputers are available for user access to CD-ROMs and the campus network. Two terminals for consulting ORBIS, the University of Ottawa online catalogue, are also located on the main floor.

Information leaflets on how to use the library, regulations and subject bibliographies are available near the main Information Desk. Orientation tours are offered at beginning of term to acquaint you with the building, its collections and CUBE usage. Special subject seminars are offered by prior arrangement (520-2600 ext. 2013).

Paper copies of exams used in previous years may be purchased at the Photocopy Centre (Room 150). A more

extensive collection of exams can be consulted in the CopyShop, 1st level Unicentre.

Study space is distributed throughout the building at tables and carrels in open areas and rooms. Temperatures can vary drastically from floor to floor – if you find it too warm or cold in one area, try another. Do not leave your personal possessions, valuables or books charged out on your library card unattended; thieves are at work in the library, as elsewhere.

The Self-Check machine, now available near the exit, allows you to check out books yourself. The exit is monitored by an electronic detection gate. If the alarm rings while you exit, you will be required to submit your bags for a search. Penalties for theft or mutilation of materials are very severe and can lead to suspension of library privileges.

(Submitted by MacOdrum Library.)

Lockers

A locker can be rented from the University for \$18 after registration. Lockers are allocated on a first-come, first-served basis, so act quickly if you have a particular location in mind. Keep your receipt in case someone else uses your assigned locker. Locks will be removed from lockers occupied by unauthorized persons and the contents turned over to the Parking Office. No refunds or exchanges will be made. Lockers must be vacated by May 1 (Fall/Winter session) and August 20 (Summer session), after which time the contents will be treated as abandoned.

Lockers are not a secure place to store valuables and the University accepts no responsibility for stolen or missing articles. (Submitted by Parking and Locker Section.)

Lost and Found

You can find the campus Lost and Found at Information Carleton (4th level Unicentre, 520-7400), open Monday to Thursday, 8:30 a.m. to 6:30 p.m./Friday, 8:30 a.m. to 5:00 p.m.)

Mature and Part-Time Students

The Bill Ellis Centre for Mature and Part-Time Students (314 Unicentre, 520-2754) is a CUSA-funded service that provides a place to work and study that is comfortable and understanding of non-traditional students who haven't been in school for a number of years and may have families and full-time jobs. We assist and encourage students who wish to be active on issues concerning mature and part-time students, such as childcare, education policy, ageism, etc. Services provided include: emergency hotline, telephone and a message centre, March Break daycare, baby-sitting referral, family events, income tax service, workshops and seminars. Facilities include: 2 computers, on-line services, a kitchenette, coffee and tea and the most comfortable reading chairs on campus. Open Monday to Friday, 9:00 a.m. to 9:30 p.m./Saturday and Sunday, Noon to 5:00 p.m. (Submitted by Bill Ellis Centre for Mature and Part-time Students.)

Mediation Centre

The Mediation Centre (2213 Dunton, 520-5765) provides fast, free and confidential mediation services to students, staff and faculty at the university as well as to residents of Ottawa. Our services can address conflicts between or among co-workers, roommates, neighbours, landlords and tenants, groups or any situation which involves an on-going relationship. If you are involved in a dispute which you cannot resolve, you may want to consider one of our services: consultation, group facilitation, chairing of sensitive meetings, conciliation or mediation.

Mediations are conducted by peers who are professionally trained and supervised by Centre staff. Solutions are not imposed and mediators will not take sides, judge or make decisions. Mediators facilitate communication, enabling you to identify your difficulties and work toward mutually agreeable solutions based on the needs and priorities of both parties.

The Mediation Centre recruits and trains volunteers each September. Please contact the Coordinator for information on services offered or to volunteer. (Submitted by The Mediation Centre.)

Ombuds Services

An Ombudsperson attempts to cut through red tape on your behalf. If you have a problem with a particular department or outside agency and are in need of direction, Ombuds Services may be a good place to start.

This office deals with problems within the University, such as grade appeals, fees, graduation, discipline cases, instructional offences, etc. and external matters such as landlord/tenant disputes and immigration problems.

The staff can provide an objective and independent review of the facts and, if need be, act as a third-party representative on your behalf. Students or staff are often not sure of how to get certain information; this office can act as a referral service.

Feel free to contact the Ombudsperson, Jim Kennelly or leave a message with Elaine Murray, the secretary in 511 Unicentre, 520-6617. If you call during the day, an evening appointment can be arranged.

Incidentally, the Ombudsperson is the editor of this book.

OPIRG

The Ontario Public Interest Research Group (326 Unicentre, 520-2757) is an independent, non-profit organization devoted to achieving social change through research and popular education programs. Past achievements include a number of consumer and environmental advocate publications (e.g., Ottawa-Carleton Tenants Guide), a series of stimulating speakers (bell hooks, Noam Chomsky and David Suzuki to name a few) and the creation and maintenance of a resource centre full of materials with alternative views on current issues. Students can also get involved with OPIRG through a variety of active working groups or the radio show "Crosscurrents" broadcast bi-weekly on CKCU. Volunteers are always welcome.

OPIRG is funded through a refundable student fee paid at registration. This pays for speakers' fees, resource materials, office supplies and salary for 2 part-time coordinators. OPIRG has been supported by Carleton students since 1981; in 1991

a strong majority of students voted for a fee increase to enable OPIRG to improve service to students and to actively work on environmental and human rights issues both on campus and in the community.

You can find the OPIRG office upstairs from Ziggy's Hair Studio. Get involved – say no to apathy. (*Submitted by OPIRG.*)

Orientation

Counselling and Student Life Services (501 Unicentre, 520-6600) offers many programs designed to ease the new student's transition to university life. Through the Transitions program, new students are placed in small groups led by upper year volunteers who understand student concerns. The goal of the program is to assist new students in achieving a balance between social and academic life.

The first few weeks of university life can be hectic and bewildering. If you have questions, concerns or would like information on orientation activities throughout the year, call Doris Kiiffner, Campus Life Coordinator (520-6600).

Parking

An extremely limited number of parking permits are available and must be reserved by Touchtone. Information can be found in the *Registration Instructions & Class Schedule Book*. Prices (subject to GST and PST) vary from \$244 to \$439 per year for full-time students according to location and if electrical outlets are provided. Part-time student prices vary from approximately \$137 to \$266. A motorcycle pass is \$57.

If you do not have a permit and require parking, flat rate spaces are available. Avoid parking illegally. The University Safety patrol is particularly efficient at issuing either City of Ottawa tickets or University tickets (for vehicles with a valid permit). Your car may also be towed away at your expense.

Recourse is available if you feel a ticket has been wrongly issued. To appeal a Carleton ticket, forms are available at the Parking Office, to be submitted within 10 days. If you are not satisfied with the decision there is further recourse to an appeal committee. For a City of Ottawa ticket, if you don't pay by the date indicated you must appear in court to fight it.

Outstanding University traffic fines are applied to your account. Release of final grades is conditional on payment.

A pamphlet outlining Carleton's traffic regulations is issued with parking permits or can be picked up at 1500 Technology & Training Centre, 520-3623. If you plan to park on campus, read the pamphlet – it will save you money. (*Submitted by the Parking Section.*)

Personal Safety

The Carleton campus is not a walled sanctuary protected from crime. The reality is that Carleton is part of the larger urban community in which no one is immune to criminal acts. Using common sense and good judgment is one of the best methods to minimize the opportunity for crime to occur. For example: never leave your personal belongings unattended; never leave your residence door propped open; lock your vehicle at all times and use the free Foot Patrol escort service

(520-4066) during the evenings. Report suspicious persons or activities immediately to campus police.

The Department of University Safety (Police and Security Services) operates 24 hours a day. For assistance call 520-3612 – or in an emergency situation press 4-4-4-4 on Carleton phones. (*Submitted by University Safety.*)

Pets on Campus

With the exception of animals trained to assist persons with disabilities, pets are not allowed in buildings. Exceptions for a given building may be granted at the discretion of the Building Authority. Pets are not permitted to run loose on university grounds. In particular, dogs brought on campus must be leashed and under control of their owners at all times.

Pharmacy

The Prescription Shop pharmacy and drug information centre (Carleton Technology & Training Centre, 526-3666; fax 526-5977; 103147.3670@compuserve.com) provides prescriptions, vitamins and a variety of healthcare products to the University community. An on-line database on the premises can provide up-to-date drug information for patients and a private drug information area is provided. The pharmacist can address any questions regarding medication. For diabetic patients, a blood glucose monitoring program is also available. All major drug insurance plans are accepted and student drug plan information and forms are available. Open weekdays, 9:00 a.m. to 6:00 p.m. (*Submitted by the Prescription Shop.*)

Photo Club

This co-operative organization provides facilities for members to develop and print their own photographs. As a member, you can participate in workshops, tours and meet people who share your interest in photography. Club facilities, located in 512 Unicentre, consist of film developing, printing, drying and finishing rooms. An equipment loan pool, operated by the Coordinator, is also available free to members. Membership periods are September-April and from May-August. For more information contact the Coordinator at 520-6621 or Information Carleton. (*Submitted by the Photo Club.*)

Placement and Career Services

The staff of Carleton's Placement and Career Services (508 Unicentre, 520-6611; <http://www.carleton.ca/pcs>) can answer questions on career planning, skill identification, job search strategies, resumé preparation, interview techniques and salary negotiation. A Career Library includes company profiles, industry directories, salary scales for new graduates, occupational information and job search brochures.

Placement and Career Services coordinates an on-campus recruitment program for students in their graduating year. Every fall, a number of local, national/multi-national companies and various levels of government conduct interviews at Carleton. A number of summer jobs are also available through on-campus recruiting. Details are publicized in the *Bulletin*, a fact sheet prepared bi-weekly during the academic year and posted outside the office door. A condensed version of the

Bulletin appears bi-weekly in *The Charlatan* and copies are circulated to most departments on campus. The listings are also available on-line at the Placement and Career Services homepage (see above). A number of electronic employment information and job databases are also available to students through the office.

Other services available include referral of students to summer, part time and casual job opportunities. Available positions are posted, so be sure to check the job boards on a regular basis. September and October are the prime months for part-time work. Summer jobs are posted throughout the fall semester, peaking in January and February.

Placement and Career Services also offers the Alumni Referral Service, referring Carleton alumni to job opportunities available immediately – register for this service with the front desk staff. The full-time job binders in the reference library are also worth checking on a regular basis, as is the Centre's Internet homepage.

Office hours: weekdays, 9:00 a.m. to 5:00 p.m. (September 1 to April 30); 8:30 a.m. to 12:00 noon/1:00 to 4:30 p.m. (summer).

- **Career Fair '97**, October 8 in Tory Foyer, Baker Lounge and Porter Hall is designed to inform graduates and undergraduates about career possibilities in their fields of study. Employers and professional associations will discuss labour market trends, provide career information and discuss job opportunities.

- **Summer Job Fair**, early in the Winter semester (late January/early February) will provide an excellent opportunity for students to research various positions available, speak with a large number of employers to discuss their requirements, ask questions or just get some ideas. (*Submitted by Placement & Career Services.*)

Post Office

A full-service postal outlet operates on campus in the Unicentre Store (1st level), 9:30 a.m. to 5:00 p.m. weekdays. At other times when the store is open, postage stamps can be purchased from the check-out cashier.

Residence Association

RRRA (520-5641) is the undergraduate student government for Carleton's residence community – the largest and one of the oldest residence associations in Canada – operating to meet and serve the specific needs of those undergraduate students living on campus. As an association representing residence, RRRA acts as a liaison between students and administration.

RRRA independently operates a number of facilities and services for students living in residence including: Abstentions convenience store, The Bree's Inn Bar, Procrastinations Arcade, the Music Practice Room and *The Resin* newspaper, among others – providing employment, volunteer experience and entertainment for students living on-campus.

If you have any questions or concerns feel free to contact any member of the Executive during regular business hours: Peter Weylie, President; Danielle de Graauw, Vice-President. (*Submitted by RRRA.*)

Rules and Regulations

Rules and regulations have two purposes. The first is to convey information and inform people about what they can or cannot do or how to do something. The second is to ensure fairness or consistency in treatment. Therefore, it is in everyone's interest to know the rules and regulations of the University.

- **Academic** The most important rule book is the *Calendar* (Undergraduate and Graduate editions) where you will find the rules governing admission, courses and marks needed for a degree, promotion and transfer.

You are expected to know the rules about your degree program. **Ignorance of these rules is not accepted as an excuse.**

The rules can be very complex, particularly for students with unique programs or if a student has moved from one program to another. Mistakes are sometimes made in interpretation of the rules, so there is an appeal system. Consult Registrarial Services (School of Continuing Education for Special Students) to find out how an appeal is undertaken. (See also: "Appeals and Petitions".)

When a condition arises because of circumstances beyond your control or where application of a particular rule does not make sense, you may petition the University for relief from application of the rule. Again, consult Registrarial Services for help in making a petition.

- **Library** This is the most important resource available to students and it must be shared by all. So that everyone has an equal opportunity, rules of use are strict and enforced in that fashion. To use the Library you need to know its rules and regulations, understand how complaints are made and be aware of the system of fines.

- **Parking** Students who bring cars on campus are required to do so within a set of rules which form the conditions of a contract with the University. Failure to comply may lead to a municipal ticket for trespass which can only be dealt with in the courts. If you breach the conditions of a parking contract (permit) with the University and get a Carleton ticket, you can appeal it to the Parking Office.

Students in Residence have a contract with the University for room and board, just as those using the Athletics facilities have a contract with the University for their use. All of these contracts have conditions which both the University and the user must honour. Breach of these conditions by you can result in your losing the right to use such facilities.

Money spent on the repair of buildings, equipment and furniture because of carelessness or vandalism deprives you of resources for your education. If you damage University property, you are expected to pay for the damage; if you vandalize property, you will be subject to criminal prosecution.

Carleton is essentially a small town with a very active population, but little attempt is made to set down many rules about behaviour. The good sense of the students is generally trusted, on the assumption that everyone will observe personal conduct which is safe for themselves and others. Students who threaten the safety of others or who are disruptive – and thus impede other students in their legit-

mate use of/access to resources – may be suspended or prohibited from use of the property.

As Carleton grows, the need for rules and regulations increase. But to avoid the added expense of hiring people to enforce these new rules and regulations – so that resources can be devoted to education – everyone on the campus must know and abide by them voluntarily.

If you have a problem with a University operation, visit Ombuds Services to find out which office should be approached to help solve the problem.

Sexual Harassment

- **Is sexual harassment an offense?** YES! Carleton University endeavours at all times to provide a working and learning environment that is supportive of scholarship and research and fair in treatment of all members of the community. The University considers sexual harassment in all its forms to be a serious offence affecting the university in general. It is subject to a range of disciplinary measures up to and including dismissal or expulsion.

- **Sexual harassment is:** unwanted attention of a sexually oriented nature made by a person who knows or ought reasonably to know that such attention is unwanted, and/or an implied or expressed promise of reward for complying with or submitting to a sexually oriented request or advance, and/or an implied or expressed threat of reprisal for not complying with or submitting to a sexually oriented request or advance.

Sexual harassment may include, but may not be limited to, behaviour such as: unwarranted touching; suggestive remarks or other verbal abuse in a sexual context; leering; compromising invitations; demands for sexual favours, and/or; sexual assault.

Sexual harassment may also be engaging in a course of sexual comment or conduct that is known or ought reasonably be known to be unwelcome. This form of sexual harassment may affect individuals or groups. It may be based on gender or sexual orientation. It may take the form of excluding an individual or a group from rights and/or privileges to which they are otherwise entitled.

- **Sexual harassment is not, for example:** a relationship of mutual consent; a hug between friends, and/or mutual flirtation.

- **What can you do on your own?** If you feel physically threatened, call University Safety at 520-4444. Refuse to blame yourself; someone else's behaviour is not your responsibility or fault. Don't pretend it isn't happening. It most likely will not go away. Write down what is happening. Carefully document the dates, times, locations, witnesses and details of all incidents. Tell the person as clearly, firmly and directly as you can that his/her behaviour is offensive and that you want it to stop immediately. This communication can be in person or through a letter. If saying 'no' does not stop the offensive behaviour or if you cannot say 'no' because you fear the consequences (for your grades, references, a promotion, etc.) it is time to seek help.

- **More help if you need it** Carleton University's Sexual Harassment Policy was developed to provide you with several options for dealing with a sexual harassment complaint.

- **Advisors on Sexual Harassment** are available to provide confidential counselling and advice regarding what to do to resolve the situation. The Advisors will be able to help you determine an appropriate course of action. Such actions may include counselling, writing a letter to the harasser, seeking mediation, or lodging a formal complaint. Contact: Dr. Nancy Adamson, Advisor on Sexual Harassment, 2201 Dunton, 520-5622.

- **Mediation** provides third-party support in a process of personal communication between the two parties until a mutually agreeable solution is found. If you wish to initiate mediation, you will submit the complaint in writing to an Advisor and thereby indicate that the respondent should be notified. If the respondent agrees that mediation is the most appropriate course of action, the Advisor will assist you in finding a trained mediator(s). Parties to the mediation can be accompanied by a friend or colleague. Contact: Rena Ramkay, Mediation Centre Co-ordinator, 2213 Dunton, 520-5765.

- **Formal allegations** of sexual harassment by a student or an employee must be made in writing and will be passed on to the appropriate Dean, Vice-President or Librarian. The senior officer who has received the complaint will refer the matter to an Advisor or launch an investigation. In the latter case, a 3-person investigative committee will review the situation and prepare a report for the senior officer. Once the report has been received, the senior officer will meet separately with both parties in the complaint and will recommend: dismissal of the allegations; acceptance of the allegations and a proposed remedy in conjunction with the appropriate collective agreements or other agreements between the University and any party covered by this policy; or may refer the matter to the President. Appeal procedures are available for both parties. (*Submitted by Status of Women Office.*)

Smoking Policy

Smoking is banned in all academic and administrative buildings on campus and permitted only in specified areas of residences, Unicentre (Faculty Club, Mike's Place, Oliver's, Food Court, Rooster's) and Residence Commons (Bree's Inn, Oasis). Sale of tobacco products is restricted to those areas where smoking is permitted.

Status of Women Office

The Status of Women Co-ordinator (2201 Dunton, 520-5622) was established by the University to facilitate structural changes to address status of women issues. Despite the advancements made in recent years, there are still special challenges, both old and new, facing women in university.

Located on the top level of the Dunton Tower along with other equity services, resources available through the office include: reference material for women's issues, information on childcare options, employment and educational equity, a website under resources/services at the Carleton University home page (<http://www.carleton.ca>), as well as a service to

create workshops on sexual harassment, sexism, or other human rights issues for campus organizations.

If you have a concern about sexism, sexual harassment or other women's issues, visit the Office, which is usually open from 9:00 a.m. to 4:00 p.m.; the Co-ordinator is also available evenings by appointment. (*Submitted by Status of Women Office.*)

Student Representation

The university is, if nothing else, relatively democratic. In practice this means most decisions are made by or based on advice from committees. The majority of these committees, if they concern students directly, allow for some form of student representation. Many academic decisions (for example starting a new course or developing a new program) begin at the departmental level and work their way up through the Faculty to the Senate. Other decisions, which involve the whole university, may begin with a committee of the Senate (for example, a decision on student appeal procedures or new library regulations). Still others may be made by committees of the Board of Governors or different sorts of joint committees.

If this sounds slow and cumbersome, it often is just that. On the other hand, the system allows a wide range of views to be expressed. To make it all work, involvement of students is crucial.

To find out more about the university structure and how to get involved, contact the Students' Association (520-6688), the Residence Association (520-5641) if you live in Residence, the Graduate Students' Association (520-6616) if you are enrolled in Graduate Studies.

• New University Government NUG is the structure through which students at Carleton can directly influence the quality of education we all receive. Student Reps have a direct responsibility to their constituents. These students can be your voice to administration and faculty at Carleton. They provide an accessible channel, so it is advisable to approach them with ideas, suggestions, queries or complaints. In addition to addressing their constituents' concerns directly, Student Reps are full voting members at department meetings and have a position on Faculty boards.

Contact the Chair if you are interested. NUG operates from the Bureau office in 464 Unicentre. You can contact your NUG Rep by leaving a message at the office or calling 520-2600 ext. 1266 or contact your CUSA Director of Academics (520-6688).

Students' Association

An Important Note: As well as financing half of *Survival*, CUSA also publishes a Student Handbook covering social and political interests. Copies can be found at Information Carleton (4th level Unicentre) or the Students' Association office (401 Unicentre).

Carleton University Students' Association (CUSA) is a student-run organization of which all undergraduate Carleton students are members. The Students' Council is made up of 34 people including a President, Finance Commissioner, Residence Association rep, Graduate Student rep and 30 stu-

dent Faculty representatives. Students can run and vote for these positions during the annual elections in February. There may also be some vacant seats to fill in the fall by-elections. Everyone is welcome to attend monthly council meetings; time and place are posted outside the CUSA office.

The office is open Monday to Thursday from 8:30 a.m. to 7:00 p.m./Friday to 4:30 p.m. Drop by if you need information, require a service, are interested in lending a hand or simply looking around. Contact CUSA VP Internal at 520-6688.

- **Services** CUSA funds, or partially funds, a wide variety of services on campus for students including: CKCU-FM (radio station), Women's Centre, Mature and Part-time Students' Centre, International Students' Centre, Gay, Lesbian, Bisexual and Transgendered Centre, Carleton Volunteer Centre, Carleton Disability Centre, Ombuds Services, various publications and an assortment of clubs and societies on campus. Miscellaneous business services are available through the finance office, Administrative Director and Special Projects Officer; document binding and fax transmission are also offered.

CUSA also operates the Unicentre Store, Games Room, Oliver's Pub and Rooster's Coffee House.

- **Programming** Besides entertainment in Rooster's, Oliver's and Porter Hall, CUSA organizes special events each year such as Orientation Week and Panda in September, and Hallowe'en Superpub in October.

- **Student Representation** The Students' Association is concerned with the role of students in the University administration. CUSA has successfully placed student representatives on the University Senate, Board of Governors (BOG) and on University committees dealing with student aid, academic courses and programs, athletic facilities and many other areas of concern. Some parts of the university are constantly in flux and it is crucial for students to express their interests. If you are interested in becoming involved in university decision-making, drop by the CUSA office.

CUSA also makes students' voices heard at all levels of government. The Association has been involved in municipal issues such as housing and transportation, while at the provincial and federal levels CUSA works in areas such as accessibility to education, university underfunding, in addition to research and development. CUSA maintains an ongoing membership with the Canadian Federation of Students (CFS) which acts as a powerful lobbying voice for students nationally.

Any students' association is only as effective as its students are active in university life. CUSA invites you to become a part of what is happening this year. (*Submitted by CUSA.*)

Women's Centre

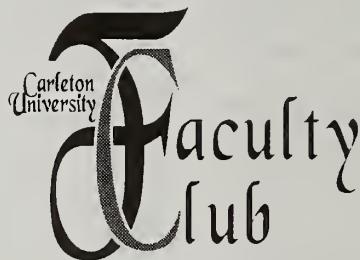
The Women's Centre (308 Unicentre, 520-2712; 10:00 a.m. to 5:00 p.m. weekdays) is an exciting and dynamic place on campus where women can gather to meet new friends, talk, exchange ideas about the world and how it could be, organize around common issues and gain support from each other. A co-ordinator, workstudy students and a group of volunteers work as a collective (non-hierarchical) decisions based on

consensus) to provide an environment which allows women to freely express their opinions and work through problems in a constructive manner.

The Women's Centre is open to everyone. Resources available include books, magazines, periodicals, essays, journals, government documents, pamphlets, a directory and a referral list for women's services both on and off campus.

Each year the collective decides what events it will host and organize. This year the Centre will be holding an AIDS Awareness Week in October, Hate Hurts Week in November, December 6th Week of Reflection, Woman Care Week in January, Sexual Assault Awareness Days in February and International Women's Week in March. The Women's Centre also organizes a Women's Fair, which all Ottawa-area women's organization are invited to attend to increase awareness of services they provide. The Women's Centre hosts speakers and workshops on such issues as racism, feminism, campus safety, activism, date rape, sexual harassment, homo/biphobia and more.

If you are interested in helping out, volunteer learning takes place in September and January. All students are encouraged to become involved in the Centre and help plan and organize the events. New ideas and perspectives are always welcome. (*Submitted by Women's Centre.*)



Hold your next Meeting, Banquet or
Student Pub at our Faculty

Memberships now available

For more information
call our office at 520-5635

or E-mail FACULTY-CLUB@CARLETON.CA

Awards Office

The Awards Office (202 Robertson, 520-3600) is the best place to go for information on the Ontario Student Assistance Program (OSAP), emergency loans, bursaries, scholarships and student financial aid in general. Hours are 10:30 a.m. to 4:30 p.m. weekdays.

If you have detailed questions, make an appointment to see the Director of Student Awards, Carol Fleck or Linda Fielding, the Financial Aid Administrator. It is a good idea to visit the Awards Office early, as processing applications takes time. (*Submitted by the Awards Office.*)

Bank

A branch of the Bank of Nova Scotia (564-5363) located on campus at Paterson basement level is open 10:00 a.m. to 4:00 p.m. weekdays. The manager is Mr. Gary O'Byrne. Full service banking is available, including the negotiating of Scotia Student Loans. A Student Loan Banking Centre (521-2667), where Canada and Ontario Student Loans can be negotiated, is located in the Technology & Training Centre, open 10:00 a.m. to 4:00 p.m. weekdays. A student banking package is available, offering many benefits including a Daily Interest Savings-Chequing Account with a 50% discount on transaction and maintenance fees. Upon approval, a no-fee student Visa card is also available.

"CashStop" machines are located near Information - Carleton (4th level Unicentre), at the bank in Paterson Hall, Residence Commons and the Technology & Training Centre. (See also: "Credit Unions".)

Business Office

The Business Office (3rd level Robertson, 520-3626) through Students Accounts Receivable is responsible for the collection of fee payments and fines. As well as collecting money, it hands some out: bursaries, scholarships and student aid cheques.

The Business Office also mails income tax certificates for tuition fees and full-time school attendance (see "Income Tax") at the end of February.

Replacement tax certificates for past years are supplied for a \$15 charge and do require some processing time.

- Policies** The Business Office charges a \$12.50 penalty for NSF cheques returned by your bank. The staff also notifies Registrarial Services offices if your account is delinquent, in which case the University seals your file. This means you will not receive marks or transcripts until the account is settled.

If you owe tuition fees, you may be deregistered (see "Deregistration"). This does not mean that your debt disappears. After deregistration you will still owe the balance payable on your fee assessment.

On occasion, you may want to dispute a fine. If so, remember that the Business Office only administers billing for fines. You will probably have to go to the Library, Parking or wherever the fine originated to clear up the matter.

The University is not an ogre. If you owe money which you cannot pay immediately, visit the Business Office. See if something can be worked out. Also consult the Awards Office to investigate possible financial aid.

Finally, the Business Office needs to have your correct address to contact you. Make sure to update your phone number and address as soon as you plan to move. Change of address forms are available at your Faculty office or Registrarial Services. Anyone graduating in January or who will otherwise be at a new address in the second term should contact the Business Office early (December) to leave a forwarding address. (*Submitted by the Business Office.*)

Credit Unions

A credit union is basically a co-operative form of banking. Users become shareholders and profits are plowed back into the credit union, permitting lower rates for members who need a loan. Good financial advice and help in budgeting are side benefits. The Capital Community Credit Union is located at 329 March Road, Kanata (599-4462). Other credit unions include the Ottawa Women's Credit Union, 300 Slater Street (233-7711) and several Caisse Populaires with branches in Ottawa, Vanier and Hull.

Employment Insurance

Formerly known as Unemployment Insurance, this program has been subject to many major changes in the past year.

Do not hesitate to contact the Employment Insurance office at 992-1300 for assistance in understanding how the new legislation may affect your eligibility.

Employment Standards

- Minimum Wage** As of summer 1996 Ontario minimum wage for students over age 18 working in general industry is \$6.85 per hour.

Minimum wage for students under age 18 is \$6.40 per hour.

Minimum wage for students serving liquor in an establishment issued a licence or permit under the Liquor Licence Act is \$5.95 per hour.

- Equal Pay** Ontario law states that men and women must receive equal pay for equal work.

- Overtime Pay** Students working in excess of 44 hours per week must be paid 1.5 times their regular rate to a maximum of 48 hours. There are many exemptions in the legislation.

- Statutory Holidays** To receive the following holidays with pay, students must be employed by the same employer for 3 calendar months immediately preceding the holiday, work at least 12 days of the 4 weeks prior to the holiday and work the regular work days before and after the holiday -- New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day and Christmas Day, and Boxing Day. If a student does qualify, s/he must be paid one day's regular wages.

Anyone who works on a public holiday is entitled to be paid time-and-a-half.

- Vacation Pay** All employees, regardless of period of employment, are entitled to vacation pay equal to 4% of gross earnings. Upon termination of employment, outstanding vacation pay must be given.

- Termination Notice** Students are entitled to written notice of termination of employment if they have been

employed for 3 months or more. If notice is not given, pay in lieu of notice is required.

Notice of termination is not required if the employee is dismissed for just cause, was hired for a specific term or task or is working in construction.

- **On-the-Job-Safety** If a student feels that their workplace is unsafe, he or she should contact the nearest office of the Ministry of Labour (228-8050).

Ontario law protects employees from employer discipline if they seek enforcement of safety laws.

- **Ontario Human Rights Code** A student, when applying for a job, cannot be discriminated against due to race, creed, colour, sex, marital status, nationality, ancestry or place of origin.

• **Workers' Compensation** provides compensation, medical aid benefits, rehabilitation services and pensions for employees who have been disabled by work-related injury. Students can find out whether a potential employer is covered by phoning the Workers' Compensation Board (238-7851).

- **Canada Pension Plan** All students over age 18 must make Canada Pension Plan contributions. Excess contributions will be refunded when you file an income tax return.

If you need more employment standards information call 228-1299.

Expenses and Budgeting

It costs money to attend university. Try to ensure you have enough before you enrol. The following breakdown of estimated costs gives a rough idea of how much "study money" you will need.

- Tuition and miscellaneous fees range from \$3,627 to over \$8,400, depending on your program and status (see *Calendar*, p. 50 for details).
- Books and equipment will cost a minimum of \$800, depending on your program. Engineering students should budget \$1,060; Architecture students at least \$2,000.
- Rent and board, if you live off-campus for 8 months, may cost \$6,000. A private apartment would cost more; shared accommodation in a co-op and careful food shopping may set you back less.
- Local transportation costs will depend on the distance you travel to Carleton each day. A basic bus pass costs approximately \$41 per month – \$328 over the school year (see "Bus Transit").
- Recreation and entertainment costs depend entirely on the individual; budget at least \$1,700.
- Laundry and clothing should cost at least \$200.
- Return trips home, depending on where home is and how often you visit.
- Miscellaneous expenditures, such as stamps, stationery, toiletries, medical supplies and bought lunches will total at least \$1,000.

In general, the budget for a student living on campus can be \$12,000 or more for the school year. To meet these costs, you may need help. In addition to careful budgeting, savings from summer and part-time jobs and help from your parents or spouse, you can apply for student aid through the Awards Office.

Finally, the Awards Office offers budget counselling in the fall. Especially if you will be away from home for the first time, these informal sessions may help prevent the "empty pocket" syndrome next March. For details call 520-3600. (*Submitted by the Awards Office*.)

Fee Refunds

Under "Consumer Information" you may have noticed that a seller is never under an obligation to offer a refund unless the goods are faulty or if misrepresentation is involved. This is true if you purchase a service – such as an instructional program – as well as if you purchase a product – like a book. When you purchase an item, for example at the Bookstore, read the refund policy that is posted.

If you want to withdraw from your program, you may be eligible for a refund. Remember that Carleton uses a weekly percentage lost system. Withdrawing at Christmas does not mean you get half your fees refunded. To avoid unpleasant surprises, read the *Calendar* section on fees (especially "Adjustments", pp. 54/55) and the *Registration Instructions & Class Schedule Book* (pp. 16/17). The Business Office is the only reliable source for information about the refund system. If you are planning to withdraw don't delay. Every week costs you money. The person to speak with regarding fees is Laura Lauzon, 520-3626.

Financial Aid

- **Aid from Carleton** The University provides some funds for students who need financial assistance. Contact the Awards Office (202 Robertson). Be prepared to present a budget estimating your expenses and sources of funds including savings, family support and government loans or grants. (See also: "Scholarships".)
- Bursaries ranging from \$50 to \$2,500 are available for students in good academic standing who, after applying for government grants and loans, still require financial assistance. These bursaries are awarded after registration and do not have to be paid back.
- Interest-free loans are offered to first-year and returning students, payable the summer following the academic year in which the funds are borrowed. Emergency loans may be available after registration if you run into unexpected expenses or if your student loan is delayed – to be paid back when your other funds arrive.
- Budget Counselling is the first step in sensible financial management. To help you stretch your dollars through to next May, the Awards Office offers a budget counselling service. For an appointment call 520-3600.

- **Ontario Student Assistance Program (OSAP)** Funded by the federal and Ontario governments, this program is intended to promote equality of opportunity for post-secondary studies through direct financial assistance for educational costs and living expenses. The interest-free loans are intended to supplement your financial resources and those of your family.

The amount of assistance you receive depends on your calculated financial need. The Ministry of Education and Training determines that amount with the following formula:

Allowable Educational Expenses minus Expected Financial Contribution equals Calculated Financial Need. If you are successful in receiving assistance, your loan can be negotiated at any bank handling student loans. Contact a local branch of your bank and they will tell you how to proceed.

Allowable educational expenses include such things as tuition fees, books and equipment, personal and living expenses, local transportation and travel cost to return home.

Calculation of expected financial contribution depends on such things as the resources of the student's parents or spouse, summer earnings, earnings during the school year, academic awards, income from government agencies and investment income.

You can appeal the assessment of your financial need in cases, for example, where your family is unable to contribute the amount calculated under the program's criteria. If you are considering an appeal, you should contact the Awards Office.

To help students budget for the year, the Awards Office assesses every OSAP application before it is sent to the Ministry of Education and Training in order to give applicants an estimate of assistance they can expect to receive.

Who should apply to OSAP? If you are an Ontario resident considering post-secondary education at an Ontario university or college, either as a full- or part-time student, you should apply to the program. Applications are available from high school guidance offices, the Awards Office and the Ministry of Education and Training, usually by April or May. If you have any questions about your application, please feel free to contact the Awards Office.

• Other Provincial Assistance Programs If you don't live in Ontario, you may be eligible for loans and bursaries through your home province or territory. "Home" is usually defined as the province in which your parents currently reside or, if you are an independent applicant, the province in which you have most recently lived and worked for 12 consecutive months (outside of full-time attendance at a post-secondary institution). Applications are available in your home province.

Residents of Quebec considering full-time post-secondary education in Ontario may be eligible for loans and bursaries from the Ministry of Education Student Loans and Bursaries Service in Quebec City. The application deadline is June 30, but you should apply early. Forms are available from the Ministry and Carleton's Awards Office. With your application you'll receive a booklet describing the program regulations in detail and how loan and bursary amounts are calculated. If your circumstances change during the academic year, you can appeal your original assessment. For more information, contact the Awards Office.

• International Students Students from other countries on student visas are not eligible for any government aid. (You must have Permanent Resident status and meet residency requirements.) You must have enough money before being issued the visa in your home country. However, if you run into unexpected expenses at Carleton, you may be eligible for modest amounts of aid from bursary funds. Graduate Studies may be able to help you with these modest amounts if you are a graduate student.

• Part-time Students Most provincial student aid programs are open only to full-time students (registered in 3 or more courses). If you are an Ontario resident, however, you may be eligible for some parts of OSAP aid. For information and application forms, contact the Awards Office. Arrange for a personal interview if possible. (*Submitted by the Awards Office.*)

Income Tax

Income Tax returns, tables and guides are available at any post office, including the campus outlet. For detailed information, special forms (e.g., T1-M Moving Expenses) and explanatory pamphlets (e.g., *Income Tax and the Student*), phone or visit the Ottawa District Tax Office, 333 Laurier Ave. West, 598-2275.

It may be to your benefit to file a return even if you have no taxable income, since you may be eligible for Federal and Ontario tax credits – "real money" returned to you, rather than deductions from taxable income.

By the end of February, Carleton will have mailed your tuition and education deduction forms as well as income statements such as T4As (bursaries) and T4s (earnings including assistantships). If you do not receive yours in early March, call the Business Office (520-3626).

Jobs On Campus

The most helpful source is probably Placement and Career Services (508 Unicentre). The Students' Association (401 Unicentre, 520-6688) hires students as pub staff, cashiers, operating personnel and so on. The first issue of *The Charlataan* will list most vacancies.

Various university operations also hire students for part-time work during the school year. In particular, try Information Carleton (520-7400), Beaver Foods (520-5618), Student Liaison (520-3663), Athletic Centre (520-4480), Library (520-2734), Instructional Media Services (520-3812) and your own academic department (just in case there is money around). Check with Carleton's Personnel Office (520-3634) in August as well. Registration itself is also a source of short-term university jobs. The Awards Office also administers a Work-Study Program with eligibility based on need.

Finally, if you have never had a career-oriented job and you have some spare time, you might try volunteer work around campus. Check out *The Charlataan* (520-6680) or CKCU-FM (520-2898) if you are interested in the media or public relations. If you are a Psych major with an interest in counselling, for example, you might want to volunteer at one of the various social agencies in the city such as the Children's Aid and the Youth Services Bureau. Working for the Students' Association (520-6688) can also provide useful experience. For off-campus opportunities, call the Central Volunteer Bureau, 789-4876.

Scholarships

Carleton awards scholarships to entrance and in-course full-and part-time undergraduate students who have demonstrated a high potential for university studies. The intention of the scholarship policy is to recognize, attract and provide incentives for excellence. The total value of the scholarship or scholarships awarded is determined by the student's most recent academic standing.

• Entrance Scholarships

Four Chancellor's Scholarships are awarded, each with a total possible value of \$20,000 over 8 years, (\$5,000 a year). The scholarship may be continued each year of full-time enrollment, provided the student maintains a 10.0 GPA or better. These scholarships require an application be submitted to the Awards Office by May 14. Priority will be given to academic performance (over 90%), but the committee will also consider the applicant's other interests and activities during secondary school. Recipients are precluded from receiving a Faculty Scholarship.

Students may be offered the following scholarships (an application is not required) provided that a complete application for admission has been received by the University's Office of Admissions (directly or through the Ontario Universities Application Centre) by June 15.

- Scholarships with a total possible value of \$12,800 over 4 years (\$3,200 a year) These scholarships are offered to students with averages of 95% - 100%.
- Scholarships with a total possible value of \$8,000 over 4 years (\$2,000 a year) awarded to students with averages of 89% - 94.9%.
- Scholarships with a total possible value of \$6,000 over 4 years (\$1,500 a year) awarded to students with averages of 85% - 88.9%.
- Students with averages of 80 - 84.9% will be awarded a \$500 Academic Entrance Award. The Faculty of Engineering will enrich this entrance award by \$500 to eligible Engineering students.
- Fifteen awards valued at \$500 for the entrance year only, to be given to the top students entering Carleton from high schools in the Regional Municipality of Ottawa-Carleton. This award will be in addition to any other the student may receive from Carleton.

• **In-course Scholarships** All students with 10.0 GPA standing who are not on one of the continuing entrance scholarships are automatically awarded for a \$1,000 or \$750 in-course scholarship for the following year if the criteria outlined in the *Calendar* is met.

In addition to these general in-course scholarships, students may also be awarded specific in-course scholarships for their program, valued at up to \$2,500. (*Submitted by Awards Office.*)

Tuition Fees

The exact amount of your fees will vary by Faculty (or school) and number of courses in which you are enrolled. Read the *Calendar* very carefully. You will find that policies and procedures regarding fees may become important if you change status (full-time/part-time) or program, if you do 2 credits or

more per terms, if you withdraw totally or if you have trouble meeting the final payment dates.

You should be aware of the tuition implications of any change you make on Touchtone. For example, "full-fee assessment" refers to 2.0 credits in a term. The weekly withdrawal schedule drops after midnight each Friday in a term. Withdrawing at Christmas may not mean you'll get half your fees as a refund (see "Fee Refunds").

Direct questions to the Business Office (3rd level Robertson, 520-3626) – its staff are the experts on fees; as a result, their advice on refunds, payment plans and tuition is the most reliable. If you have a problem, ask to speak to Laura Lauzon.

Apartment Hunting

For the legal side of your responsibilities and obligations, see "Landlord/Tenant Relations". What follows are some hints on protecting yourself from potential problems.

Two popular means of finding accommodation are advice from friends or ads in *The Sun* and *The Citizen*. Housing Office listings (see "Housing Assistance") and notice boards around Carleton and University of Ottawa may also be helpful. If you use a rental agency, make sure you know exactly what services you will be getting for the money you pay. Walk or bicycle through the neighbourhood of your choice, you may stumble upon a "for rent" sign.

However you find your place, it is crucial to inspect the premises carefully before you make a decision. Here is a list of some things to watch out for when making up your mind.

- Find out who pays for utilities. If you will be paying for the fuel (especially in a large house you plan to share with other students), get an estimate of fuel costs. Do not simply take the landlord's word for this; if s/he does not pay for the fuel, they probably don't know or care about the cost. Check with the previous tenants, if possible, or the fuel company. (Prices vary, by the way, so phone around before you sign a fuel contract; negotiate the lowest price.) The same goes for water bills.
- If you pay for heating, storm windows are essential. Look for actual windows; do not settle for a verbal promise.
- Look for a control to adjust the temperature. If it is not within your unit or if it is locked, you may find the Ottawa winter a little chilly.
- Inquire if parking is included in the rent. If not, find out how much it costs, where it is and who is responsible for snow removal. Don't forget to calculate the cost of a monthly bus pass, if needed, into your expenses (see "Bus Transit").
- Check the water pressure, hot water temperature and presence (or absence) of a shower.
- Inspect the refrigerator and stove. Be sure the freezer does freeze and all the burners and oven operate. Find out if the landlord is renting an "equipped unit" or if these are just abandoned relics of past tenants. If the landlord accepts responsibility for the appliances, get it in writing.
- Find out if there is enough storage space; if you own any large, cumbersome objects, measure the doors to see if, for example, grandfather's roll-top desk will fit through.
- Check for cockroaches, mice and other vermin, as well as for and noise.
- Ask other tenants, if possible, about the landlord's willingness to make repairs. A good landlord is a real benefit.

If your landlord agrees to make repairs, provide parking, pay for utilities, help you to paint the place or whatever, get it in writing on the lease. Do not accept a vague promise. Do not assume s/he will do what you want unasked. Write it down and have both parties sign. This can take the form of a lease, an "addendum" to the lease or a separate agreement. If your landlord resists written agreements, take along an acquaintance and make sure s/he heard what you heard. Most problems with verbal assurances lie in misunderstandings and in one's inability to prove what was said.

One brochure to read before apartment hunting is the OPIRG *Landlord and Tenant Guide*.

Housing Assistance

• **Off-Campus Housing** To assist those students who choose to live off-campus, Housing and Food Services maintains a free service through which area residents are encouraged to list available rooms, apartments, shared accommodations and houses. Listings are posted outside the Housing Office (261 Stormont, 520-5614), accessible 24 hours a day, seven days a week. The listings can also be viewed on any computer terminal with university mainframe access — by typing "HOUSING" when the command "enter class" appears.

Please note that the accommodation is not inspected prior to listing. It is the responsibility of the individual to view the premises and make appropriate arrangements with the landlord.

A map of Ottawa is also posted. Staff are available to offer advice and information regarding meal plans, temporary accommodation, bus schedules, etc. during office hours.

The GLBT Centre (427 Unicentre, 520-3723) provides a bulletin board listing for gay, lesbian and bisexual-positive housing offered and wanted.

• **Summer Housing** If you have never been to Carleton and want to get to know your future surroundings before the academic year, it may be possible to obtain overnight accommodation in Residence at reasonable rates during the summer. The best time to visit is between July 1 and August 15; reservations are strongly recommended. Contact Housing and Food Services, Carleton University, Ottawa, Ontario K1S 5B6 (520-5611).

• **Crash Pad** Housing and Food Services offers hostel-type accommodation to students arriving in late August who have yet to secure accommodation for September. You may stay on a nightly basis for a very nominal fee if space is available (first-come, first served). Call (613) 520-5609 for information.

Landlord/Tenant Relations

Some of your rights and obligations as a tenant arise from municipal by-laws, health and safety regulations and the Human Rights Act. The bulk, however, are defined by provincial statute — and revised rules under new provincial legislation are due to come into effect by January 1998. Call the Ontario government information line — 230-5114 — for an update. If you have a specific landlord/tenant problem, call or visit Ombuds Services (511 Unicentre, 520-6617). Although the staff are not lawyers, their experience will help.

The following list of landlord obligations and restrictions (in effect during autumn 1997) applies whether or not you have a lease — however, you must be a tenant. If you are not renting a self-enclosed unit with private bathroom and kitchen, you may not be covered by the protective legislation.

The landlord must:

- provide premises in a good state of repair, meeting municipal safety standards and health regulations;

- provide a heating system which maintains room temperatures at 20 degrees C, daytime/17 degrees C, nights (within City of Ottawa jurisdiction);
- repair ordinary "wear and tear" breakdowns;
- give 60-days notice to terminate a tenancy prior to the end of a lease and even if you do not have a lease (if s/he has reason);
- give 90-days written notice to raise rents – in any case, rents may raise only once a year per unit – and accept a decision from the Ministry if the amount of the increase is in dispute;
- supply vital services (heat, water, electricity) whether or not you are facing eviction;
- permit political party workers or candidates access to tenants.

The landlord may not:

- enter your apartment without giving 24-hours notice – exception for emergencies or, after Notice of Termination is given, to show the apartment to prospective new tenants, if the landlord has reserved the right to do so;
- lock you out of your unit;
- seize any of your belongings (e.g., to cover back rent);
- collect a security deposit to be held against possible damage (a deposit of the last month's rent is acceptable but 6% interest is due);
- unreasonably refuse you the right to sublet;
- deny accommodation on the basis of race, creed, sexual orientation, colour, religion or other grounds proscribed by the Human Rights Act (but your being a student is not covered);
- attempt to evict you when you seek to enforce your rights under the Landlord and Tenant Act.

Other points of common interest to students:

- **Roomers and boarders** living in a house occupied by the owner or owner's spouse, children or parents – and sharing kitchen or bathroom facilities with these people – are not covered by the Landlord and Tenant Act. Those living in a rooming house with other roomers are covered by the Act. University residences are not explicitly covered by the Act.

- **Shared accommodation** can create some problems – if there is no lease, it may not be clear who the "tenants" are. On the other hand, any special agreement you make with the lease-signer(s) or tenant(s) is probably binding. For example, you can agree to give each other 60-days notice of departure instead of the 30 days applicable to a roomer who pays by the month. You could also agree that no one can leave for 8 months or a year without finding a suitable replacement. Of course, one problem with such a verbal agreement might be proving it was ever made.

- **Agreements to lease** are binding contracts. Some landlords (especially realty companies) have forms which bind the tenant but not the landlord. Make sure you know what you are signing.

Leases, like other contracts, are never all-or-nothing propositions. Read your lease carefully. Treat objectionable items as negotiable. Any special arrangements (e.g., repairs to be done, provision of parking) should be put in writing and signed along with the lease. There is no single "standard" lease in Ontario. If you wonder about the fairness of yours, have someone with legal training look at the lease before you

sign (e.g., U. of O. Student Legal Aid). It may be useful to keep (and have the landlord sign) a list describing the condition of the unit and appliances.

- **Termination of a lease** – which is a legal contract for a specified period – is not as simple as you might expect. You cannot just give 60-days written notice unless your tenancy is on a month-to-month basis (without a lease). Count the 60 days from the day rent is due. Since your landlord cannot "unreasonably refuse" you the right to sublet, you should be alright if you can find new people to take over for you in a period shorter than 60 days (there may be a sublet fee).

If you have a lease which you do not want to renew, 60-days notice is required before the lease ends. The same period of notice is required from the landlord – however, if you are unwilling to depart, you need not leave. The landlord must then proceed to court after sending you an official termination notice. There is a finite list of reasons the court will accept, including undue damage (by you or your friends), non-payment of rent, consistently late payments, disturbance of other tenants, overcrowding, carrying on an illegal business, or the wish of the landlord to take up residence in the unit her/himself (or for close relatives). Of course, you have the right to attempt to disprove the landlord's claim.

In the case of renovations or demolition, your landlord must offer 120-days notice (about 4 months). You, in turn, can terminate before the time is up by giving only 10-days notice to the landlord. (You should do so in writing and pay your rent up to that date.) You can hold out for a court hearing where the landlord must prove that s/he actually plans major renovations, conversion, etc. Tenants can also reserve the right to move back into the units once renovations are complete.

- **Eviction** basically involves a termination before your tenancy period is over. If you refuse to leave, the landlord must serve you with an official notice (giving reasons) and take you before a county court. Again, you have the right to respond, to "counterclaim", to attend and be represented. Despite rumours to the contrary, a landlord may ask for a writ of possession (eviction order) even in the dead of winter. However, his/her reasons must be acceptable. If you have a lease, the reasons may include the breaking of one of its terms, but the decision is up to the court. Usually, a fairly major breach of the agreement must be involved.

- **Subletting** should not be confused with termination of a lease. Unless your landlord agrees voluntarily to sign a new lease with the subtenants (making them tenants, in fact), subletting leaves you as a middle person responsible for every obligation under the original lease. Your landlord may refuse to sign a new lease with new people. However, s/he cannot "unreasonably refuse" you the right to sublet.

If you find yourself with subtenants, make sure to get a written agreement from them. Check their references thoroughly and, if possible, get their first and last months' rent on deposit. You can choose to sublet for a given period (i.e., if you want to return to the unit in September) or to "assign" the lease until its termination. Change the hydro, phone and other bills so that they won't be in your name while you are away.

• **Enforcing your rights** as a tenant can be difficult. If you have a specific problem, discuss it with an expert. If you suspect you are headed for court, visit U. of O. Student Legal Aid. The law students can represent all low-income people (most students qualify) in court over a landlord tenant dispute (see "Legal Assistance").

Legal action, of course, is a last step even with free representation. First check out all the facts, then talk it over with your landlord. Tactful persuasion is always the best way to reach an agreement. (If it succeeds, it is fast, free and least unpleasant.) If the dispute persists, put your claim in writing and send the letter by registered mail. Give your landlord a set period (e.g., 2 weeks) to respond.

If repairs are a problem, call Ottawa City Hall (Property Standards Branch, 244-5300 ext. 3950), the Health Inspector (722-2200) and/or the Fire Prevention Bureau (798-8825). They will certainly inspect the premises. They may be slow to act unless the problem is very severe, such as no water supply or no heat in January, but eventually the landlord will be forced to comply if repairs fall under their jurisdiction.

While legal action may be a last step, do not avoid it, particularly where the remedy you seek is, for example, termination of a lease or an injunction against the landlord for major repairs. It can often be quick and efficient. Do get advice and representation however, especially since it is available free of charge for most students.

• **Self-help remedies** like withholding rent or moving out can be risky. In the latter case, you might find yourself owing a good deal of money. Despite an obligation to make an honest effort to rent the unit to someone else, the landlord is basically entitled to his/her end of your bargain. S/he will probably attempt to sue you in Small Claims Court for lost rent (while the unit was vacant). Again, get advice to protect yourself.

Neighbourliness

• **Noise** A City of Ottawa by-law prohibits, in summary: radios, stereos and amplifiers that disturb the "peace and comfort" of any neighbour in his residence at night; radios, stereos and amplifiers where sound can be measured at 45 decibels – about normal conversation levels – inside a neighbour's residence or at 55 decibels outside a neighbour's residence during the day; noisy construction and car repairs weekdays before 7:00 a.m. and after 9:00 p.m., Saturdays before 9:00 a.m. and after 8:00 p.m., Sundays and statutory holidays before noon and after 8:00 p.m. Direct complaints or questions to 244-5300 ext. 5600.

• **Party Protocol** Anyone hosting a party should, as a courtesy to neighbours: ensure no laws are broken (Liquor Licence Act, Noise By-law, Property Standards By-law, etc.); not let the size of the group get out-of-hand – as a host you are responsible for your guests' conduct; notify your neighbours a few days before – they will appreciate knowing; keep doors and windows closed to reduce the noise; keep guests from wandering through your neighbour's property; prevent intoxicated guests from leaving the party unattended – you have a legal responsibility for their well-being. Enjoy your-

selves, but remember, consideration of others and their property will always be appreciated.

Rent Control

Major changes have recently been proposed for provincial rent review provisions. Watch the media for announcements or contact Rent Control Programs at 255 Albert Street, 4th floor, 230-5114.

You're entitled to 90-days notice – in writing – of a rent increase. You may appeal any increase above 2.8% in 1997 and 3% in 1998. Your landlord may only increase the rent once each calendar year no matter how many tenants move in or out.

Do not hesitate to exercise your rights as a tenant. Seek advice first (see "Legal Assistance"). For more detailed information, call the Ontario Housing Ministry (230-5114), the Federation of Ottawa-Carleton Tenants Associations (594-5429) or Ombuds Services (520-6617).

Residence

Administered by the Housing Office (261 Stormont, 520-5612), this program provides accommodation and meals for 1,666 full-time students in degree programs. It is intended to offer students a community-living opportunity that encourages scholarship and provides an environment suitable for the pursuit of academic excellence. Residence also provides opportunities for both personal growth and developing friendships with people of varying cultural and social backgrounds. Residence accommodation is normally available throughout the year for those students who may be considering a move from off campus to on campus. Short- or long-term summer accommodations can also be arranged.

(Submitted by Housing and Food Services.)

Telephones

It is no longer Bell Canada policy to demand deposits and/or advance payment from those on low incomes (i.e., students). They will ask for a deposit if your long distance charges seem to be getting too high and payment has not been received.

ATTENTION ALL DRIVERS

To avoid parking fines:

All drivers are expected to familiarize themselves with the Parking & Traffic regulations. Copies can be picked up at the Parking Office. Read on to discover some of the more frequently ignored regulations that result in parking fines.

There are no "free" parking spaces on campus and the absence of signs does not authorize parking.

Permits do not authorize you to park at meters or automated pay stations without paying. Nor do they authorize parking in loading zones, on roadways, in reserved parking spaces, on lawns, sidewalks... Stick to the lot assigned and printed on your permit to avoid additional parking charges or fines.

Loading zones can be used to load or unload heavy or large objects for up to 30 minutes. Envelopes, assignments, etc. don't constitute loading/unloading of materials. If the loading zone is full you must wait your turn. Don't park illegally and don't take longer than 30 minutes so others can use the areas.

To be valid, vehicle permits must be affixed with the adhesive provided to the lower left hand inside corner of your windshield. Scotch tape does not count! Permits are valuable and can easily be stolen if not properly affixed.

All vehicles displaying permits must be registered with the Parking Office. Only permits purchased at the Parking Office are valid. "Black-market" permits end up costing the holder a ticket/tow charge, the full price of the permit and possible loss of future parking privileges.

Permits are non-transferable. If you no longer need your permit, bring it back for a pro-rated refund before April 30. We can then offer it to someone on a waiting list.

Parking at "failed" meters is prohibited. Ask us why!

Overnight parking is restricted to the Parking Garage and Lot 2 from November 15 to April 15 so that snow removal and lot maintenance can be done between the hours of 1 am and 7 am. Vehicles parked after 1 am will be ticketed and/or towed. Vehicles in Lot 2 will be moved to a cleared area in Lot 2 by tow trucks, so the Garage is recommended.

When cars are sold, traded or otherwise disposed of, the parking permits must be removed and returned to the Parking Office for replacement or refund.

Complaints! Questions??

If you have any questions or complaints, please don't hold up traffic by arguing with the parking attendants. They don't make the rules. Call the Parking Office at 520-3623.

Arrest and Bail

Under the Canadian Constitution, anyone held or arrested must be told of the reasons, informed of the right to contact a lawyer and has the right to have the court decide whether detention is legal or appropriate.

It makes sense to be polite and reasonably co-operative with the police. Common sense (as well as some recent case law) suggests we have an obligation to identify ourselves by name and address. The police have a strict responsibility to identify themselves by name (if requested) and to carry their badges as proof.

If you have witnessed or been involved in a crime, your statement will be needed. On the other hand, it is your right to postpone making any statement at least until you have legal advice. When charged with an offence, an individual must have a reasonable opportunity to contact a lawyer. If you phone and the line is busy, that is not the end of it. By law you should have the opportunity to make contact and should have some degree of privacy while making that call. Obviously you will not be allowed to use the payphone down the street from the police station but, on the other hand, the police officer need not stand next to you as you dial.

A police officer cannot detain you without reasonable and lawful grounds. A reasonable suspicion that you may be in possession of illicit drugs or weapons constitutes such grounds.

If you are arrested, you should contact a lawyer as soon as possible, even if your offence is not very serious or you have no previous record. In general, be pleasant but do not make a statement or admission until you have some legal help. Do not make a deal or sign a statement to save time or trouble. Let your lawyer advise you. (See also: "Legal Assistance".)

Collection Agencies

Do not let yourself be intimidated by a collection agency. Ontario agencies are licensed and governed by legislation such as the Collection Agencies Act.

A collection agency has the right to contact you within reason by mail or phone. If you ask the agency to leave you alone or take you to court, it is under a legal obligation to do so. After this point any contact – visits, letters, calls in the middle of the night, calls to your employer or other unreasonable activity – should be reported at once to the provincial Ministry of Consumer and Commercial Relations (787-4048). An investigator will act on your complaint.

If you agree that you do owe the money, you may, of course, pay the agency. You are always entitled to negotiate the rate of repayment. Do so. Some agencies buy debts for a set amount; others get a percentage of what they collect. In either case, litigation is an added expense of time and money. Make an offer of what you can honestly repay. If it is not accepted, put it in writing. If the debt is from a Canada Student Loan (the loan portion of many provincial student aid programs) and the agency will not co-operate, call the Canada Student Loan people (994-1844) and your Member of Parliament.

If you are deeply in debt and want to dig yourself out, contact the Credit Counselling Service (1335 Carling Avenue,

Suite 107; 728-2041). If your debts seem likely to land you in court, get legal representation.

Consumer Information

There are two things worth remembering about consumer law: nothing is ever free and the best protection you have is always yourself. Shop around before you buy, compare prices, ask questions and get any promises in writing. Call the Better Business Bureau (237-4856) before you buy if you have doubts about the company, the salesperson or the product. In other words, know what you are getting.

Every time you make a purchase, get something repaired or use a service, you are making a legally enforceable consumer contract by which both parties are bound. A decision on refund or exchange policy is strictly up to the seller. Unless the goods are defective, the seller is not bound by law to offer a refund, so check the store's policy.

If you have a consumer complaint or need information, contact the Consumer Protection Bureau (1-800-268-1142).

Although we cannot provide a list of all your obligations and rights under consumer law, you basically do have the right to a refund where the seller either makes a false representation about the product or tries to take advantage of you as a buyer.

Get agreements in writing and keep records and receipts of your transactions. Be wary of high-pressure selling tactics which may be legal but confusing or deceptive. Be cautious. A reputable seller will be willing to come back after you check out his/her registration.

Finally, door-to-door salespeople must be licensed. If you sign a contract worth over \$50 with a door-to-door seller, you have 48 hours to cancel the contract by registered mail.

Goods brought to your home (i.e., vacuum cleaners) and sold to you at full value may not be covered by this clause. Take the time to consider your purchase before signing.

Legal Assistance

Never hesitate to ask for legal assistance, even if you are not sure if you really need it. In serious situations, those on low incomes (often students) can get free legal representation. Here is a list of local sources of help:

- **Ontario Legal Aid Plan** is provided by a provincial statute under which a low income person can obtain a "certificate" accepted by participating lawyers in lieu of payment. Most full-time students would qualify; others may receive at least partial help. Apply through Ontario Legal Aid, 167 Lisgar Street (238-7931), through a lawyer of your own choice or Duty Counsel present in court.

Legal Aid also operates clinics where lawyers are available for consultation free of charge. Phone for times and location.

- **Student Legal Aid** at the University of Ottawa (562-5600) also operates under the Legal Aid Act, giving advice and handling some civil actions, traffic court cases, landlord and tenant problems and the like.

- **Community Legal Services** at 71 Daly Street (241-7008) is a local community-based source of legal aid for low-income people. Staffed by a lawyer and several para-legal workers, the service has specific priorities (e.g., criminal,

landlord and employment problems) and cannot help in all cases.

• **Quebec Legal Aid** Call or visit Community Legal Aid Centre of Outaouais, Suite 210, 768 St. Joseph Blvd., Hull (772-3011).

• **The Lawyer Referral Service** (1-800-268-8326) run by the Law Society of Upper Canada can give you the name of a lawyer with whom you may consult for one-half hour at no charge. Definitely check out the other services first if you have no money and/or an emergency on your hands.

• **Ombuds Services** can be a resource on campus.

Consultants and referrals for certain serious legal situations are provided. If you are not sure where to go, try us first at 511 Unicentre (520-6617).

Student Legal Aid or a friend) instead of a lawyer. Don't be intimidated from using the law, but definitely get para-legal assistance first. Student Legal Aid (562-5600) will be happy to help free of charge.

Notaries

A notary may be any member of the bar qualified to practice law in Ontario. One way to get a document notarized is to attend one of the Legal Aid clinics in Ottawa where a lawyer will notarize a document for you. Check to see if there is a charge. Call Legal Aid at 238-7931 for clinic times and places.

Small Claims Court

Small Claims Court (161 Elgin Street, 239-1079) provides an arena for individuals to take civil actions (with jurisdiction up to \$6,000 plus interest) in what was intended to be an informal, humane and relaxed atmosphere. You can present a case yourself or be represented by an "agent" (e.g., U. of O.



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